GFI Product Manual

GFI MailArchiver™

User Manual

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1 Using GFI MailArchiver

Read this chapter for information related to:

- Logging in GFI MailArchiver
- Browsing archived emails
- Working with emails
- Searching for archived emails
- Accessing multiple mailboxes
- Generating MailInsights reports
- Changing the display language and other options

1.1 Logging In GFI MailArchiver

Navigate to **Start** > **GFI MailArchiver** > **GFI MailArchiver**. GFI MailArchiver will load in your default Internet browser. Key in your domain credentials (username and password used to login to Windows®) when prompted.
Alternately, from your Internet browser, key in the following URL:

```
http://<GFI MailArchiver host name>/<GFI MailArchiver virtual folder name>
```

For example:

```
http://mydomain.com/MailArchiver
```

By default, GFI MailArchiver does not require any login credentials while logging in. It will instead use the credentials of the currently logged in user. Closing your browser session logs off the currently logged on user from GFI MailArchiver.

NOTE

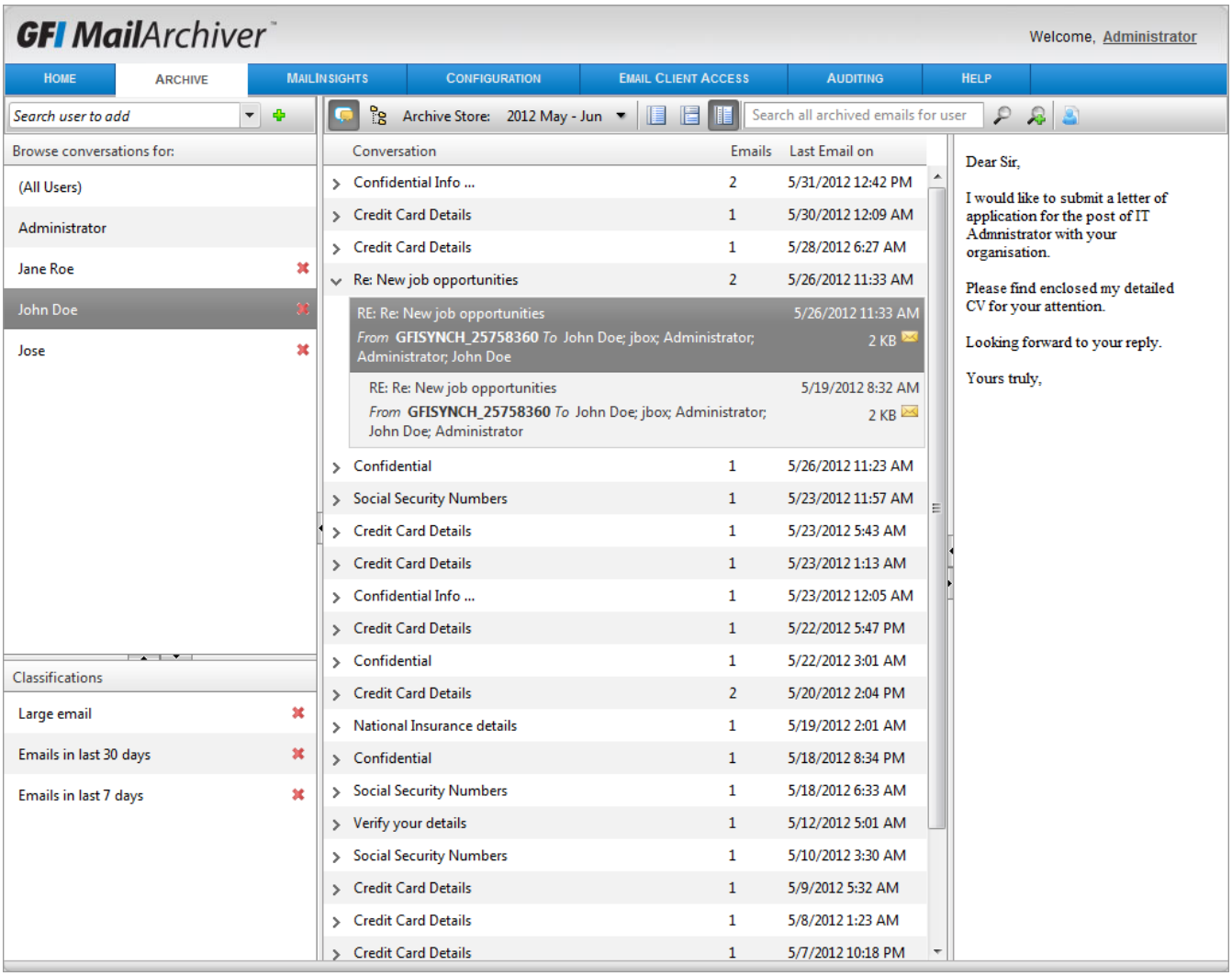
To login as a different user, log off your profile and log in using a different Windows® user.

NOTE

If you are logging in from a computer that is not joined to the domain where GFI MailArchiver is installed, you will be prompted to key in the credentials used to log in the domain where GFI MailArchiver is installed.

1.2 Browsing Archived Emails

1. From GFI MailArchiver, select **Archive** tab.


GFI MailArchiver
Welcome, Administrator
HOME
ARCHIVE
MAILINSIGHTS
CONFIGURATION
EMAIL CLIENT ACCESS
AUDITING
HELP
Search user to add
Archive Store: 2012 May - Jun
Search all archived emails for user
Browse conversations for:
(All Users)
Administrator
Jane Roe
John Doe
Jose
Classifications
Large email
Emails in last 30 days
Emails in last 7 days
Conversation
Emails
Last Email on
Confidential Info ... 2 5/31/2012 12:42 PM
Credit Card Details 1 5/30/2012 12:09 AM
Credit Card Details 1 5/28/2012 6:27 AM
Re: New job opportunities 2 5/26/2012 11:33 AM
RE: Re: New job opportunities 5/26/2012 11:33 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; Administrator; John Doe 2 KB
RE: Re: New job opportunities 5/19/2012 8:32 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; John Doe; Administrator 2 KB
Confidential 1 5/26/2012 11:23 AM
Social Security Numbers 1 5/23/2012 11:57 AM
Credit Card Details 1 5/23/2012 5:43 AM
Credit Card Details 1 5/23/2012 1:13 AM
Confidential Info ... 1 5/23/2012 12:05 AM
Credit Card Details 1 5/22/2012 5:47 PM
Confidential 1 5/22/2012 3:01 AM
Credit Card Details 2 5/20/2012 2:04 PM
National Insurance details 1 5/19/2012 2:01 AM
Confidential 1 5/18/2012 8:34 PM
Social Security Numbers 1 5/18/2012 6:33 AM
Verify your details 1 5/12/2012 5:01 AM
Social Security Numbers 1 5/10/2012 3:30 AM
Credit Card Details 1 5/9/2012 5:32 AM
Credit Card Details 1 5/8/2012 1:23 AM
Credit Card Details 1 5/7/2012 10:18 PM
Dear Sir,
I would like to submit a letter of application for the post of IT Administrator with your organisation.
Please find enclosed my detailed CV for your attention.
Looking forward to your reply.
Yours truly,

Screenshot 1: Browsing Archived Emails

2. In the Archive tab, you can view emails archived for all the mailboxes that you have been granted access to. You can also perform several actions as described in the table below.

Table 1: Archive Tab options

OPTION	DESCRIPTION
Search all archived emails for user	Enables you to search for emails. Key in the words or phrases to search for and click . Results are displayed in the emails pane.
	Hides the email preview pane.
	Shows the email preview pane.
	Toggles the email preview pane from displaying emails at the bottom to displaying emails at the side of the email list page.
	Displays emails in message view.
	Displays emails in mailbox view.
	Displays the list of mailboxes the currently logged in user has access to. From the accounts list, select the Archive Store to view mailboxes for form the List accounts in archive option. Click Close to exit Account list.

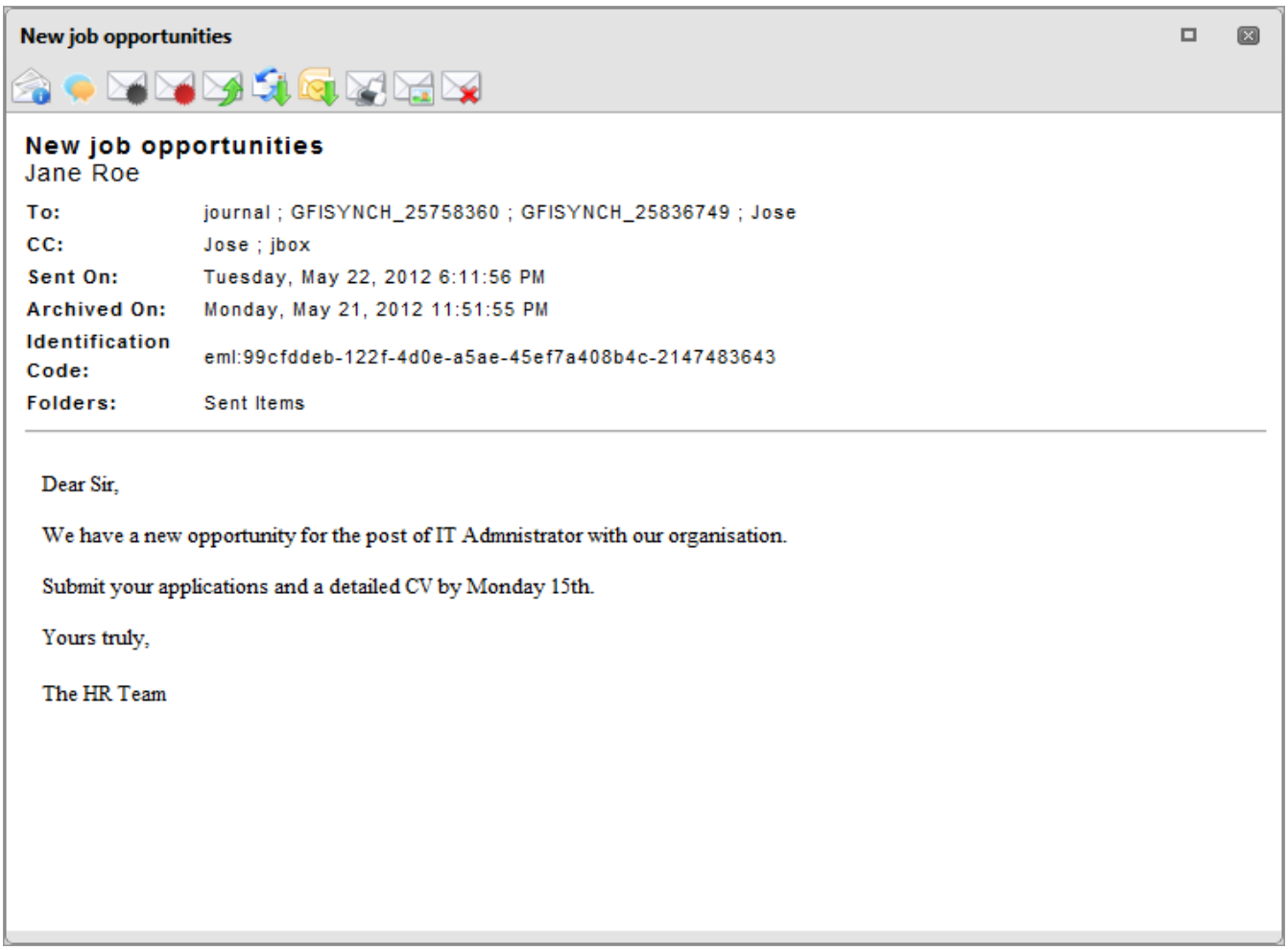
OPTION	DESCRIPTION
✖	Deletes the selected Emails if Email Deletion has been enabled by your System Administrator. If Email Deletion is not enabled, this icon will not be displayed. **NOTE** Emails cannot be deleted from Read-only Archive Stores or when Legal-hold is enabled.

NOTE

By default, GFI MailArchiver displays 25 emails per page. To change this value, click the user name displayed on the top right hand corner of your screen and change the value of the Number of emails to display per page option. Click Save.

1.3 Working With Emails

Within the GFI MailArchiver Archive tab, you can view and take action on archived emails. To view an email, select the email from the mailbox or message view. This will display the selected email in the preview pane. Double click an email to view it in the email view window.


New job opportunities
New job opportunities
Jane Roe
To: journal ; GFISYNCH_25758360 ; GFISYNCH_25836749 ; Jose
CC: Jose ; jbox
Sent On: Tuesday, May 22, 2012 6:11:56 PM
Archived On: Monday, May 21, 2012 11:51:55 PM
Identification Code: eml:99cfddeb-122f-4d0e-a5ae-45ef7a408b4c-2147483643
Folders: Sent Items
Dear Sir,
We have a new opportunity for the post of IT Admnistrator with our organisation.
Submit your applications and a detailed CV by Monday 15th.
Yours truly,
The HR Team

Screenshot 2: Working with emails within GFI MailArchiver

In the email view window, email contents are displayed and several actions can be performed. These actions are listed and described in below.

Table 2: Email View options

OPTION	DESCRIPTION
	View email headers. Click to view email Internet headers. These are displayed in a panel. Click this button again or select close to close panel.
	View conversation thread Click button to view the whole conversation in the mail view window. All emails forming part of the conversation are listed. Click this button again or select close to close the panel.
	Edit email labels (Personal and Global) Enables you to categorize emails through labeling. This feature is useful during searches for specific mail types, For example search all emails labeled as “Important”. **To add a label:** 1. From ‘Available Labels’, key in a new email label or select an existing one. 2. Click **Label Email** to label email with the keyed in or selected label. **To remove a previously assigned label:** 1. Select a previously assigned label. 2. Click **Remove label**. Click this button again or select close to close panel. **NOTE** Labels are displayed in the ‘Labels’ field in black. Labels assigned at an organization level through categorization policies are in red. You cannot remove categorization policies labels from an email.
	Restore email Restores emails using the OneClick Restore feature that restores an archived email to a specific mailbox or forwards a copy to an email address. In the restore email panel, key in the email address where to send a copy of the current email and click **Restore Email**.
	Save email to disk (EML format) Downloads the whole email to disk including any attachments, in .eml format. This format is compatible with a number of email clients such as Microsoft Outlook® Express, Windows® Mail, and Mozilla Thunderbird. In the **File download** dialog box, select **Save**, and select the location where to save the file.
	Save email to disk (MSG format) Downloads the whole email to disk including any attachments, in .msg format, which is compatible with Microsoft Outlook®. In the File download dialog box, select Save, and select the location where to save the file.
	Print email Displays email in a printer friendly format in a new browser window. Use the print function of your browser to print the email.
	Show images in email Use this button to display embedded images within the email.
	Mark as not SPAM Use this button to mark as not SPAM an email that was previously identified as SPAM by an anti-spam solution. Requires a SPAM retention policy to be set up
	Delete Email Deletes the current email if Email Deletion has been enabled by your System Administrator. If Email Deletion is not enabled, this icon will not be displayed. **NOTE** Emails cannot be deleted from Read-only Archive Stores or when Legal-hold is enabled.

1.4 Searching Archived Emails

Within GFI MailArchiver, you can search for emails using the **Search Archived Emails** text box. When searching for emails, GFI MailArchiver will query the email index retrieve any matching email and its

respective attachment.

Apart from the **Search Archived Emails** text box, GFI MailArchiver also provides you with an **Advanced Search** feature that provides an extensive range of search options.

> **NOTE**
>
> For more information, refer to Advanced Search (page 8).

In the **Search Archived Emails** text box, you can also use wildcards as described in the table below.

Table 3: Wildcard description

WILDCARD	DESCRIPTION
?	Matches any single character.
*	Matches any string of characters.

For example:

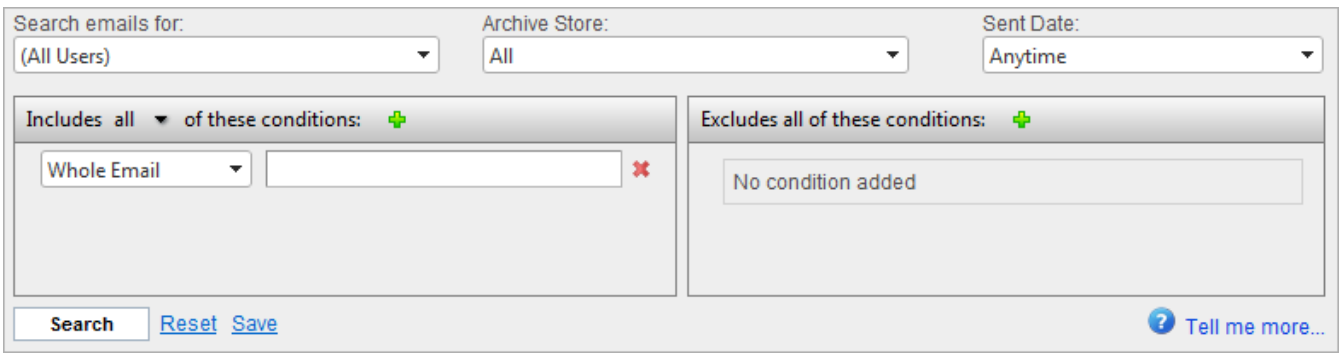
To search for emails containing the word '**Swiss**', key in 'sw??s' or 'sw*s' in the **Archived Emails** text box.

Emails matching the search query are displayed in the emails pane. GFI MailArchiver displays up to 25 emails per page. If more than 25 emails are matched for each search query, GFI MailArchiver will spread the emails out on separate pages. Use the slider at the bottom of the email pane to change from one page to the next.

1.4.1 Advanced Search

The Advanced Search is an extension of the Search feature that enables you to use a wide range of search criteria when searching for emails.

1. From the **Archive** tab, select .



Screenshot 3: Advanced Search Options

2. In the **Advanced Search Options** area, use the features described in the table below to perform an advanced search.

Table 4: Advanced Search options

OPTION	DESCRIPTION
Archive Store	Defines the Archive Store where the search will be performed. Select one or more Archive Stores from the available list of Archive Stores.
Sent date	Defines the date when the email to search for was sent.

OPTION	DESCRIPTION
Includes all/any	Defines whether to display emails that match all conditions or emails that match any of the conditions. From the drop-down list select: » **All** - Displays emails that match at least one of the conditions specified. » **Any** - Displays emails that meet all the conditions specified.
	Click this button to add conditions. Available conditions are: » **Subject** - Search for emails having a specific subject. » **Sender** - Specify the email address or Active Directory® display name of the email sender for which to search emails. » **Recipient** - Specify the email address or Active Directory® display name of the email recipient for which to search emails. » **Sent Date** - Search for emails sent before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly. » **Received Date** - Search for emails received before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly. » **Size (KB)** - Search for emails that are bigger, smaller or equal to a particular size. Key in a size and select Is greater than, Is smaller than and Is exactly. » **Message ID** - Search using the 'Message ID' field contained in the email header. Key in or paste the message ID of the email to find. » **Whole Email** - Search for emails that have some specific content anywhere in the email (including the body, headers and attachments). » **Body** - Search for emails that have some specific content in the body. » **Attachment** - Search for emails that have some specific content anywhere in the attachment. » **Folder** - Search for emails contained in a specific mailbox folder. » **Folder/Subfolders** - Search for emails contained in a specific subfolder within a mailbox folder. » **Label** - Search for emails categorized with a specific label. **NOTE** Click ✖ next to a search condition to remove it.
Exclude emails with the following conditions	Defines a list of conditions that the email will **NOT** have to meet to be returned as a search result. Click ✚ and select the conditions to apply. The conditions that can be selected are similar to the ones described above. **NOTE** Click ✖ next to a search criteria to remove it from search.
Search	Starts the search for the archived emails. Results are returned as per the conditions selected.
Reset	Resets the search conditions and enables you to start all over again.
Save	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the **Classifications** window under **Archive** tab.

1.4.2 Email Search Using Smart Phones

Within GFI MailArchiver, you can search for emails using a smart phone.

NOTE

This feature is supported by the following mobile Operating Systems:

- Android 2.1+
- Apple iPhone iOS 4
- Blackberry OS5+

To perform a simple search:

1. Launch the Internet browser on your smart phone and key in the URL where GFI MailArchiver is located in the following format:

```
http://<GFI MailArchiver host name>/<GFI MailArchiver virtual folder name>
```

For example:

```
http://mydomain.com/MailArchiver
```

Screenshot 4: Smart Phone Login Screen

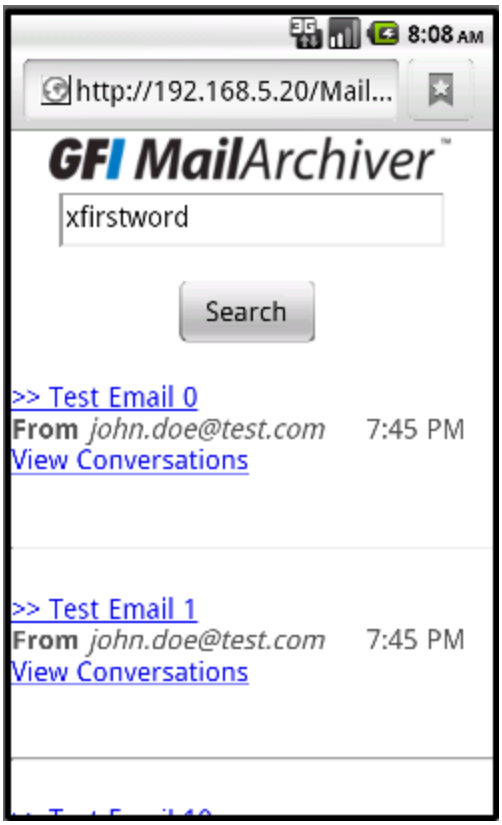
2. Sign in using your credentials.

Screenshot 5: GFI MailArchiver Home Page for Smart Phones

NOTE

The Mobile User Interface uses the same language settings as those configured by the user in GFI MailArchiver. For more information, refer to Changing User Preferences (page 41).

3. Key in the text to search for and click **Search**.

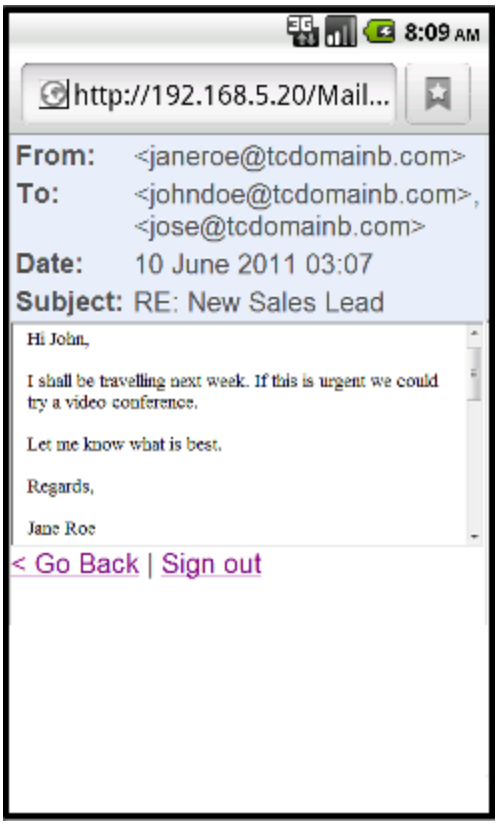


Screenshot 6: Search Result by Smart Phone

4. Browse through the displayed results using the controls provided. Results are sorted by date in descending order.

NOTE

The mobile search feature returns 10 emails per page. You can browse additional pages using the controls provided. The maximum number of results is 5000.



Screenshot 7: Conversation View Smart Phone

5. Click the Email subject to display the email or click **View Conversation** to display related emails.

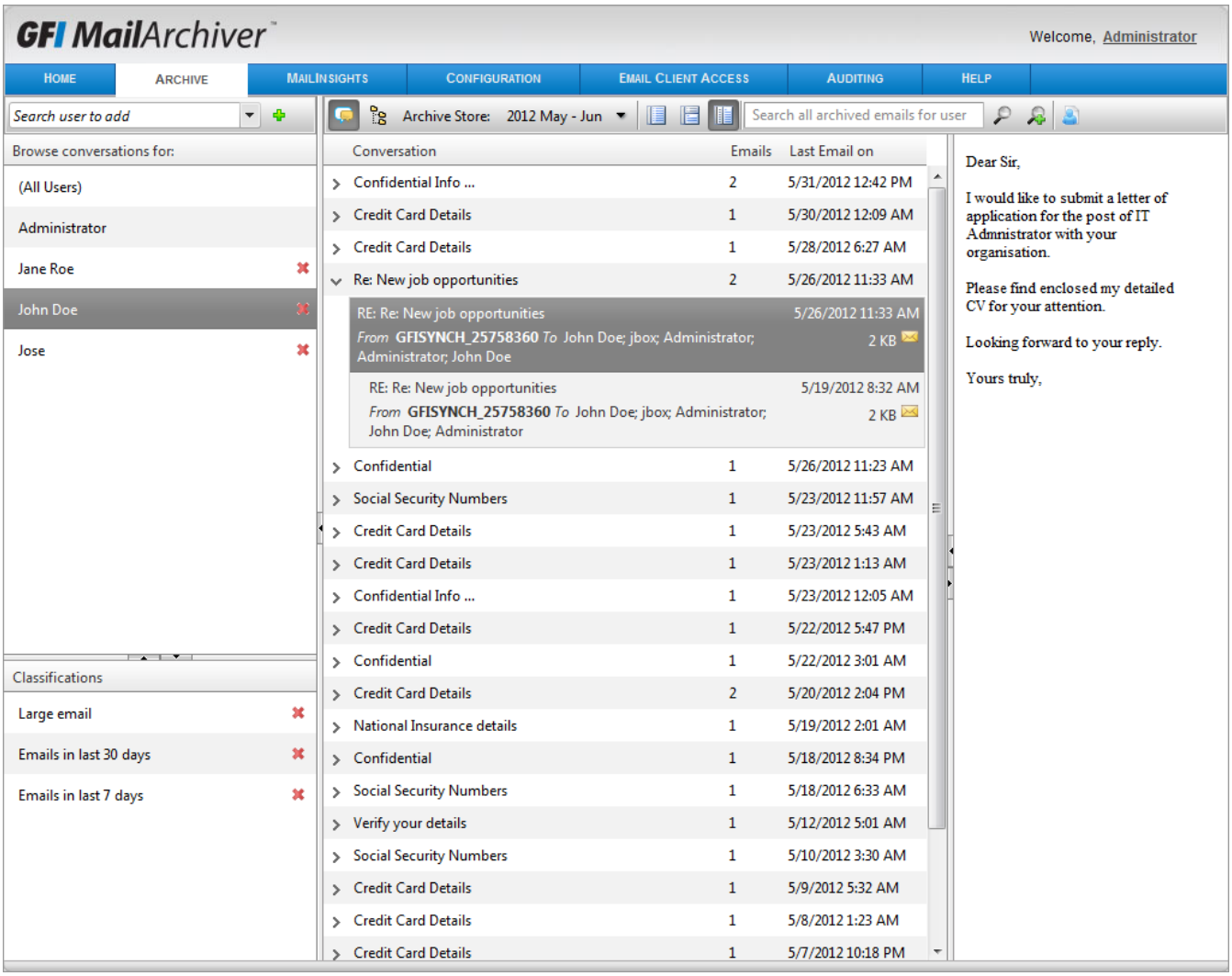
> **NOTE**
>
> The mobile user interface is focused on searching email archives. For advanced search and browsing features, access GFI MailArchiver from your computer.

> **NOTE**
>
> The mobile user interface enables users to access ONLY their mailbox.

1.5 Accessing Multiple Mailboxes

From within the **Archive** tab, you can also browse other users' archived emails. The users for which you can access emails depend on the access granted from the GFI MailArchiver Access Control feature.

> **NOTE**
>
> **Search user to add** feature is disabled if currently logged on user does not have access to other user's mailboxes, or if there are no emails to view.


GFI MailArchiver
Welcome, Administrator
HOME
ARCHIVE
MAILINSIGHTS
CONFIGURATION
EMAIL CLIENT ACCESS
AUDITING
HELP
Search user to add
Archive Store: 2012 May - Jun
Search all archived emails for user
Browse conversations for:
(All Users)
Administrator
Jane Roe
John Doe
Jose
Classifications
Large email
Emails in last 30 days
Emails in last 7 days
Conversation
Emails
Last Email on
Confidential Info ... 2 5/31/2012 12:42 PM
Credit Card Details 1 5/30/2012 12:09 AM
Credit Card Details 1 5/28/2012 6:27 AM
Re: New job opportunities 2 5/26/2012 11:33 AM
RE: Re: New job opportunities 5/26/2012 11:33 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; Administrator; John Doe 2 KB
RE: Re: New job opportunities 5/19/2012 8:32 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; John Doe; Administrator 2 KB
Confidential 1 5/26/2012 11:23 AM
Social Security Numbers 1 5/23/2012 11:57 AM
Credit Card Details 1 5/23/2012 5:43 AM
Credit Card Details 1 5/23/2012 1:13 AM
Confidential Info ... 1 5/23/2012 12:05 AM
Credit Card Details 1 5/22/2012 5:47 PM
Confidential 1 5/22/2012 3:01 AM
Credit Card Details 2 5/20/2012 2:04 PM
National Insurance details 1 5/19/2012 2:01 AM
Confidential 1 5/18/2012 8:34 PM
Social Security Numbers 1 5/18/2012 6:33 AM
Verify your details 1 5/12/2012 5:01 AM
Social Security Numbers 1 5/10/2012 3:30 AM
Credit Card Details 1 5/9/2012 5:32 AM
Credit Card Details 1 5/8/2012 1:23 AM
Credit Card Details 1 5/7/2012 10:18 PM
Dear Sir,
I would like to submit a letter of application for the post of IT Administrator with your organisation.
Please find enclosed my detailed CV for your attention.
Looking forward to your reply.
Yours truly,

Screenshot 8: Accessing multiple mailboxes

To view archived emails for a different mailbox:

1. Key in the name of the mailbox for which to view emails in the **Search users to add** search box . A list of names matching the one keyed and for which you have access to will be displayed.

2. Select the user and click ✚ next to the search field.

3. Select the newly added user from the **Browse conversations for:** field.

4. Browse or search the displayed emails using the controls provided.

1.6 GFI MailInsights

GFI MailInsights is a reporting facility within GFI MailArchiver that uses archived emails to deliver information related to email usage and trends. Use this feature to generate management and HR reports that provide insight on email and resource use or misuse.

> **NOTE**
>
> GFI MailInsights is only enabled for users with full access rights.

The available reports are:

- Communication Flow – Monitor user/group communication patterns inside and outside the organization.
- WebMail Use - Identify top users exchanging email with webmail services. Identifies potential data leakages and inappropriate email use.
- Email Responsiveness - Gain insight into the average time it takes users to reply to internal and external email.
- Storage Use - Understand the impact of attachments on email storage costs. Use this report to create appropriate retention policies to control email-related storage space.
- Inactive Accounts - Returns a list of user accounts that received email but have not replied within the specified time.
- Inappropriate Words - Track inappropriate language in email that violates company policy.
- Internal Spammers - Find out which internal users tend to include too many recipients in the To/CC/BCC fields. Use this report to know about and minimize such behavior.
- Outside Office Hours - Returns a list of internal mail accounts with sending activity outside office hours. Use this report to spot behavior which may need more investigation
- Data Leakage Detection - Identify emails with major credit card numbers and US Social Security numbers, or other confidential documents and information.
- Job Search - Identify sent or received emails that contain resumes, or are addressed to job search sites.
- Phrase Search - Search for specific terms or phrases within archived emails.
- User Traffic - View the number of emails exchanged between selected users or groups and their contacts.

1.6.1 Generating Reports

Generated reports are sent by email either to the logged in user or to a user specified in the **Send To** field. Reports are sent as an attachment in PDF format.

To generate a report:

1. Select **MailInsights** tab and choose desired report.
2. Use available filters by selecting a value to filter by.
3. (Optional) In the **Forward to** field, enter the recipient email address.

> **NOTE**
>
> When using the email forwarding option, the report is received by the user generating the report and by any users specified in the **Forward to** field.

> **NOTE**
>
> You can insert multiple email addresses separated by ';'

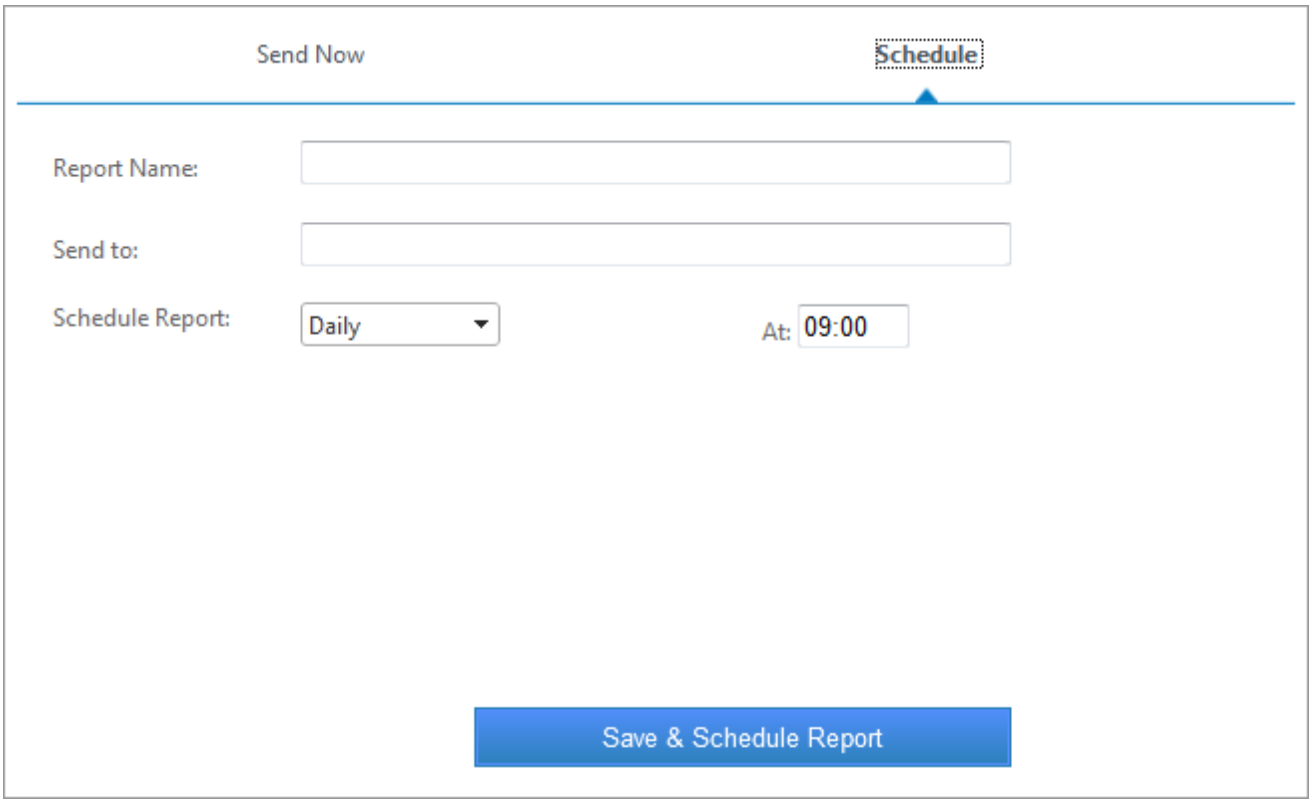
4. Click **Send Report**, located at the bottom of each report page.

1.6.2 Scheduling Reports

Every MailInsights report can be scheduled to run automatically.

To schedule a report:

1. Select **MailInsights** tab and choose desired report.
2. Use available filters by selecting a value to filter by.
3. Click **Schedule**.

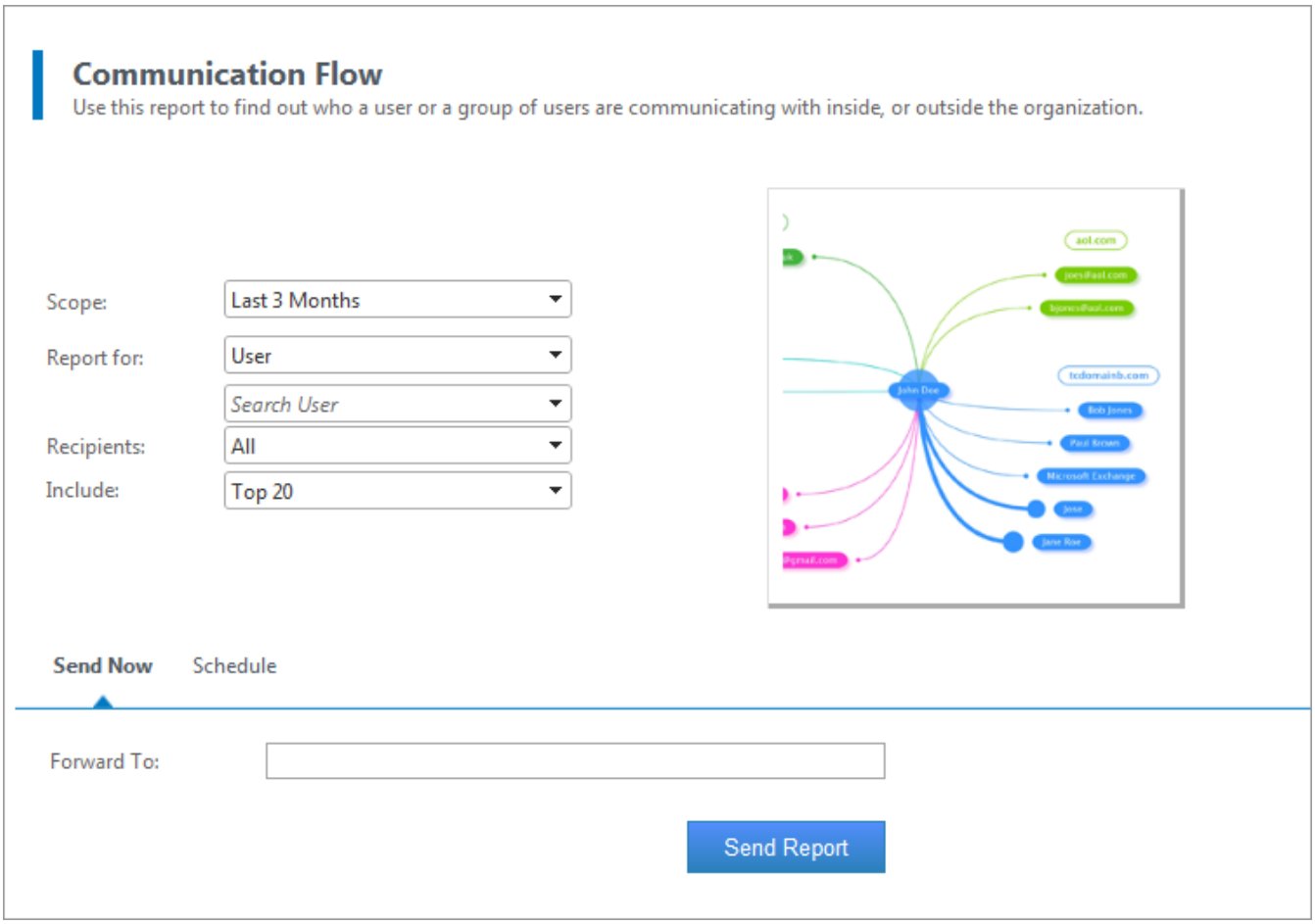


Screenshot 9: MailInsights report scheduling

4. In the **Report Name** field, enter a meaningful name for your report.
5. (Optional) In the **Forward to** field, enter the recipient (or recipients) email address.
6. From the **Schedule Report** drop down list, select the report run frequency. Available options are: **Daily**, **Weekly** or **Monthly**.
7. In the **At** field, specify the time.
8. Click **Save & Schedule Report**.

1.6.3 Communication Flow

The Communication Flow graph provides an overview of emails exchanged between selected users/groups and their contacts.



Screenshot 10: MailInsights Communication Flow

Filter the report using the following criteria:

Table 5: Communication Flow Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting. You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.
Recipients	Select Internal, External or All.
Include	Specify number of results up to a maximum of 1000 recipients. Default value is Top 20.

Communication Flow Report For:

John Doe

Top 20 Users

Emails between 01/08/2011 and 01/10/2011

Summary

Total Contacts	Total Internal	Top Internal	Total External	Top External
13 100% of Total Contacts	5 38% of Total Contacts	Jane Roe 27	8 61% of Total Contacts	name.s@hotmail.com 3

Note:

Node's diameter indicates frequency of email communication.

The color indicates same email domain.

Communication Flow

Contact Email	Sent Emails	Received Emails	Total Emails	Last Communication
janeroe@tcdomainb.com	17	10	27	01/10/2011 01:55
jose@tcdomainb.com	15	8	23	01/10/2011 01:55
microsoftexcha...tcdomainb.c	0	4	4	01/10/2011 01:13
name.s@hotmail.com	3	0	3	01/10/2011 01:55
m.italo@yahoo.co.uk	2	0	2	30/09/2011 00:05
joes@aol.com	2	0	2	01/10/2011 01:54
peterd@gmail.com	1	0	1	20/09/2011 19:53
bjones@aol.com	1	0	1	30/09/2011 00:07
pbrown@hotmail.com	1	0	1	30/09/2011 00:07
paulbrown@tcdomainb.com	1	0	1	30/09/2011 00:10
bobjones@tcdomainb.com	1	0	1	30/09/2011 00:10
jsmith@gmail.com	1	0	1	30/09/2011 00:06
pbrown@gmail.com	1	0	1	30/09/2011 00:06

GFI MailInsights Page 1 of 1 Generated on 01/10/2011 01:59

Screenshot 11: MailInsights Communication Flow Report

Senders can be a user or group displayed as a single entity in the middle of the report. Contacts are segregated by domains. Each domain cluster is shown in different color. Edge width between the nodes shows the strength of the email relation between different entities.

The table below the graph shows the following information:

Table 6: Communication Flow Report criteria

OPTION	DESCRIPTION
Contact Email	Contact email address
Sent Emails	Total number of sent emails
Received Emails	Total number of received emails
Total Emails	Total number of sent and received emails
Last Communication	Date and time of last sent/received email.

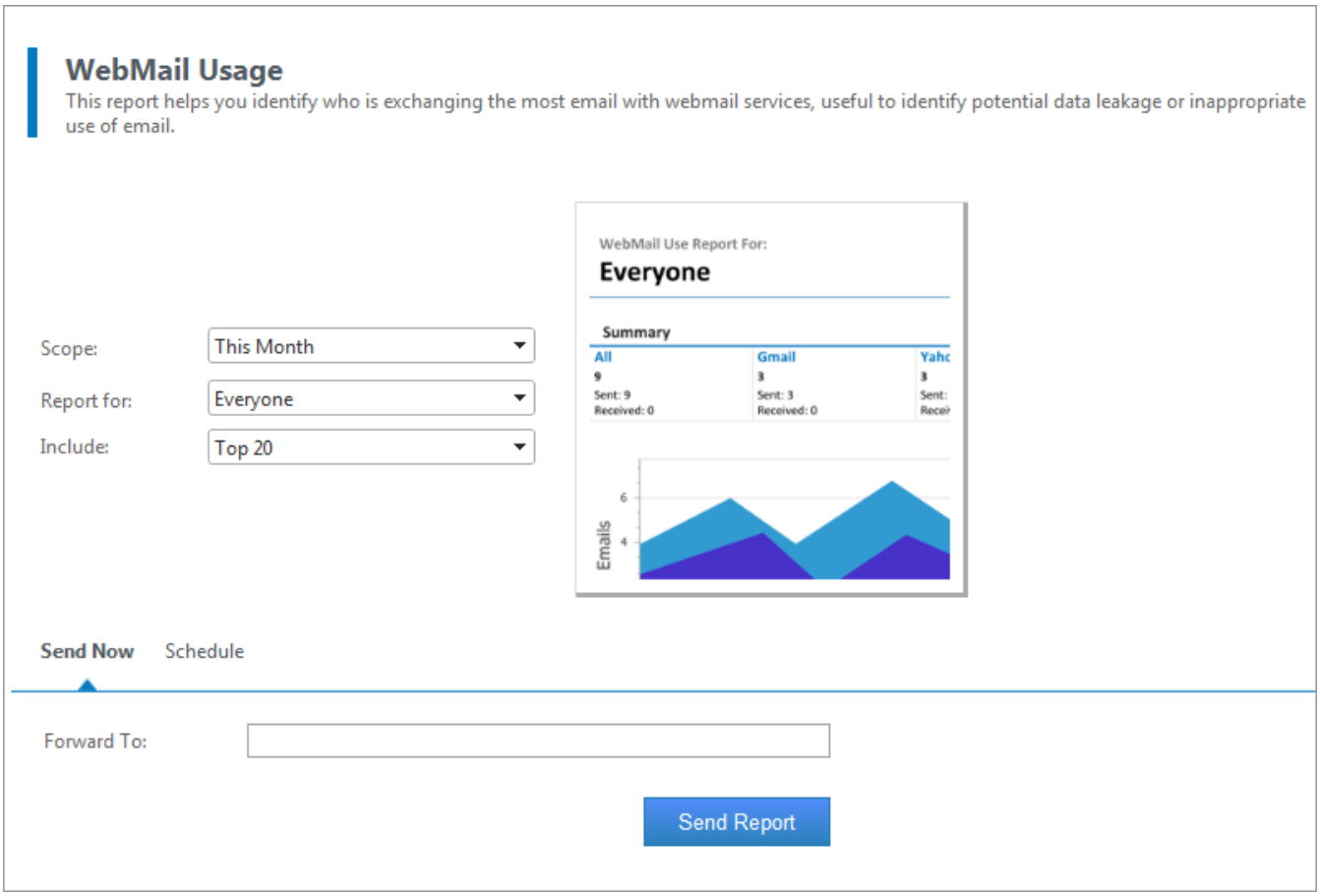
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.4 WebMail Use

The WebMail Use area enables you to generate a report that shows interaction of internal users with web email accounts.

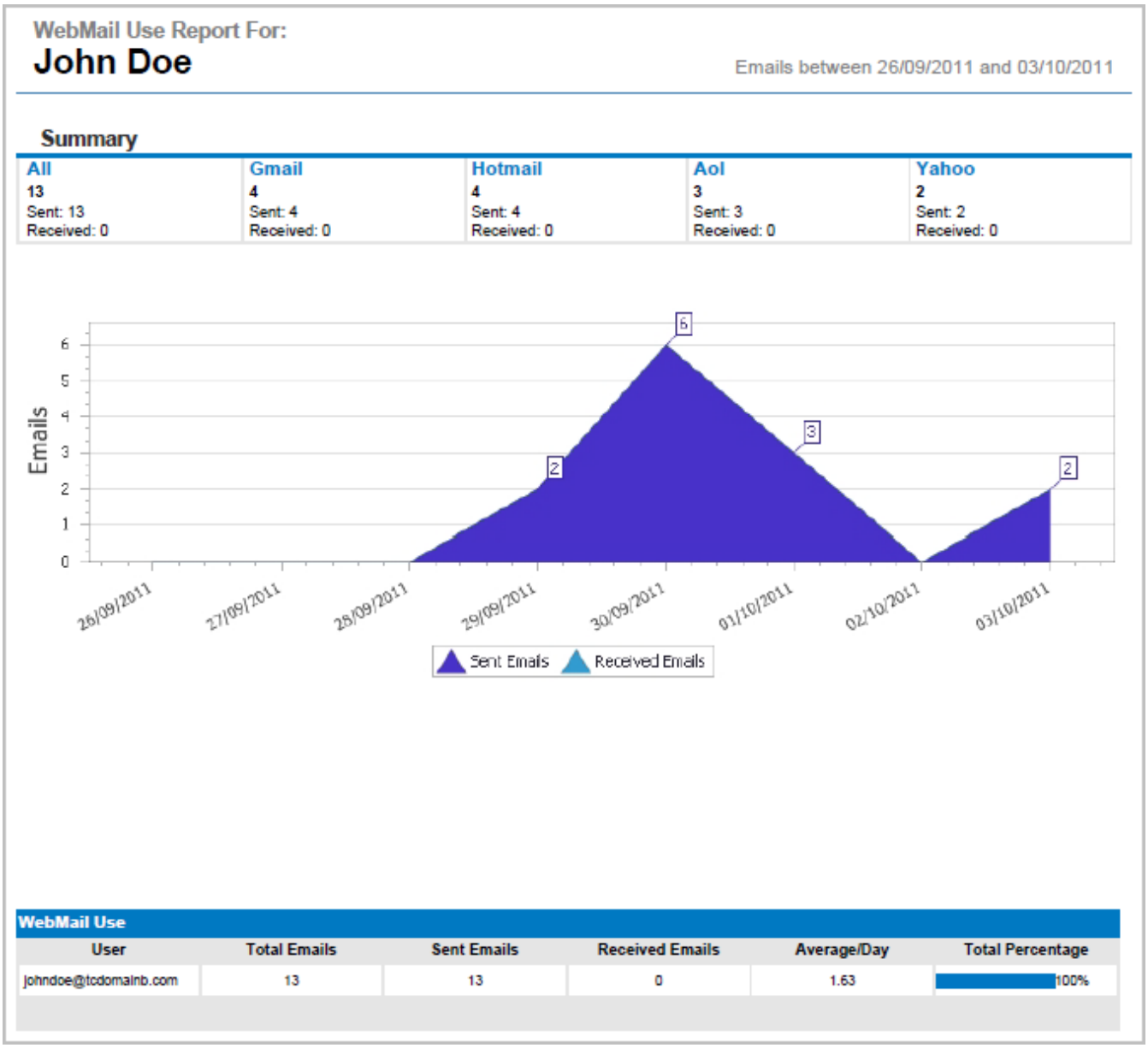


Screenshot 12: MailInsights WebMail Use

The report can be filtered using the following criteria:

Table 7: WebMail Use Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting. You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.
Include	Specify number of results up to a maximum of 1000 recipients, default value is Top 20.



Screenshot 13: MailInsights WebMail Communicators Report

The graph represents total emails sent and received in specified period. A Summary area at the top of the report shows the top WebMail providers, with a summary of sent and received emails per provider.

The table below the graph contains the following information:

Table 8: WebMail Use Report criteria

OPTION	DESCRIPTION
User	User email address.
Total Emails	Total number of internal contacts.
Sent Emails	Total number of sent emails.
Received Emails	Total number of received emails.
Average/Day	Average emails sent and received per day.
Total Percentage	Percentage of total web emails.

NOTE

WebMail Use report covers the following WebMail providers: Hotmail; Gmail; Yahoo!; Live; AOL; Facebook; Yandex.ru; Seznam.cz; Gawab.com; Gmx.com; Mail.ru; Hushmail.com; Rediff.com

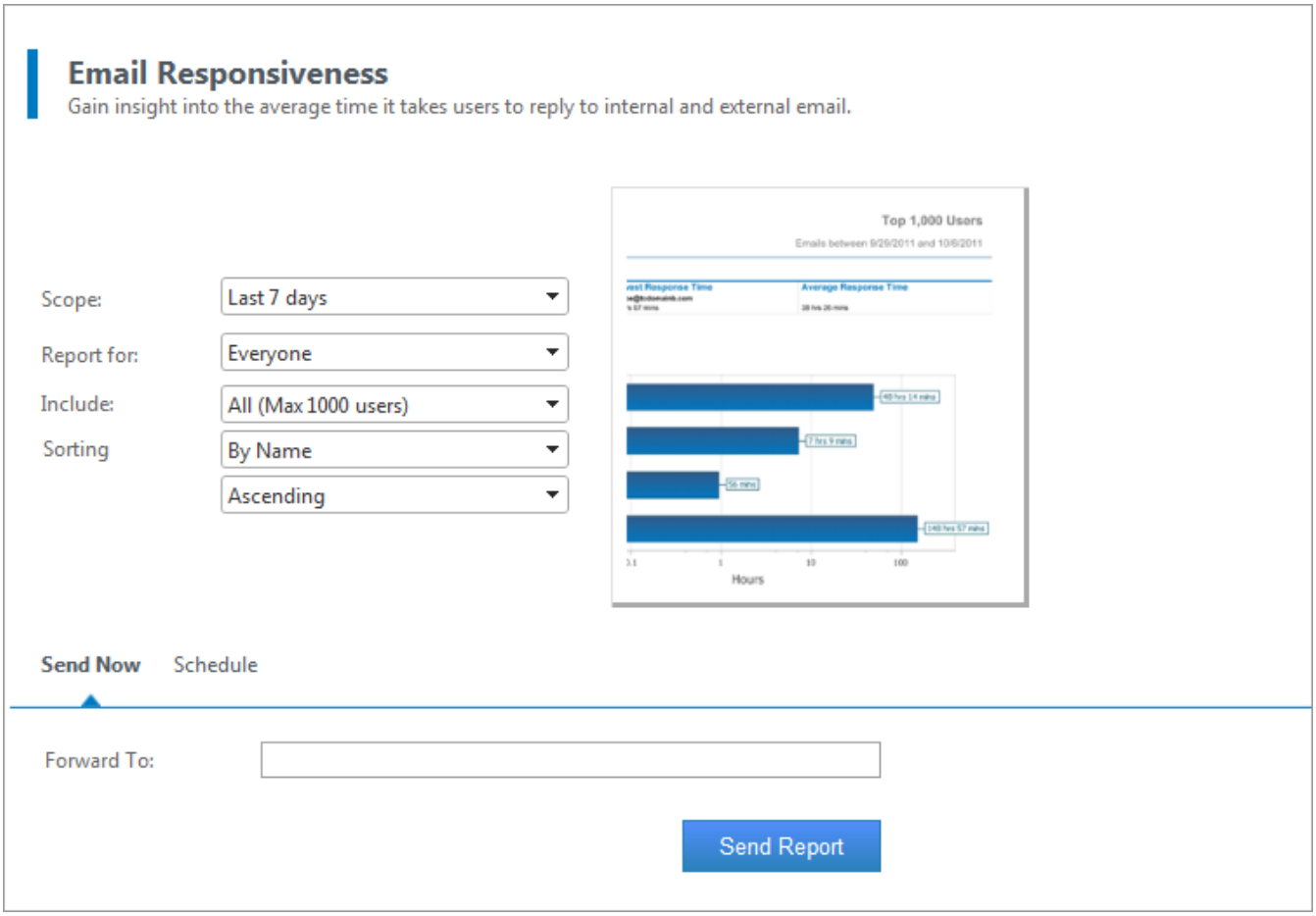
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.5 Email Responsiveness

The Email Responsiveness report shows how long it takes employees to reply to emails.

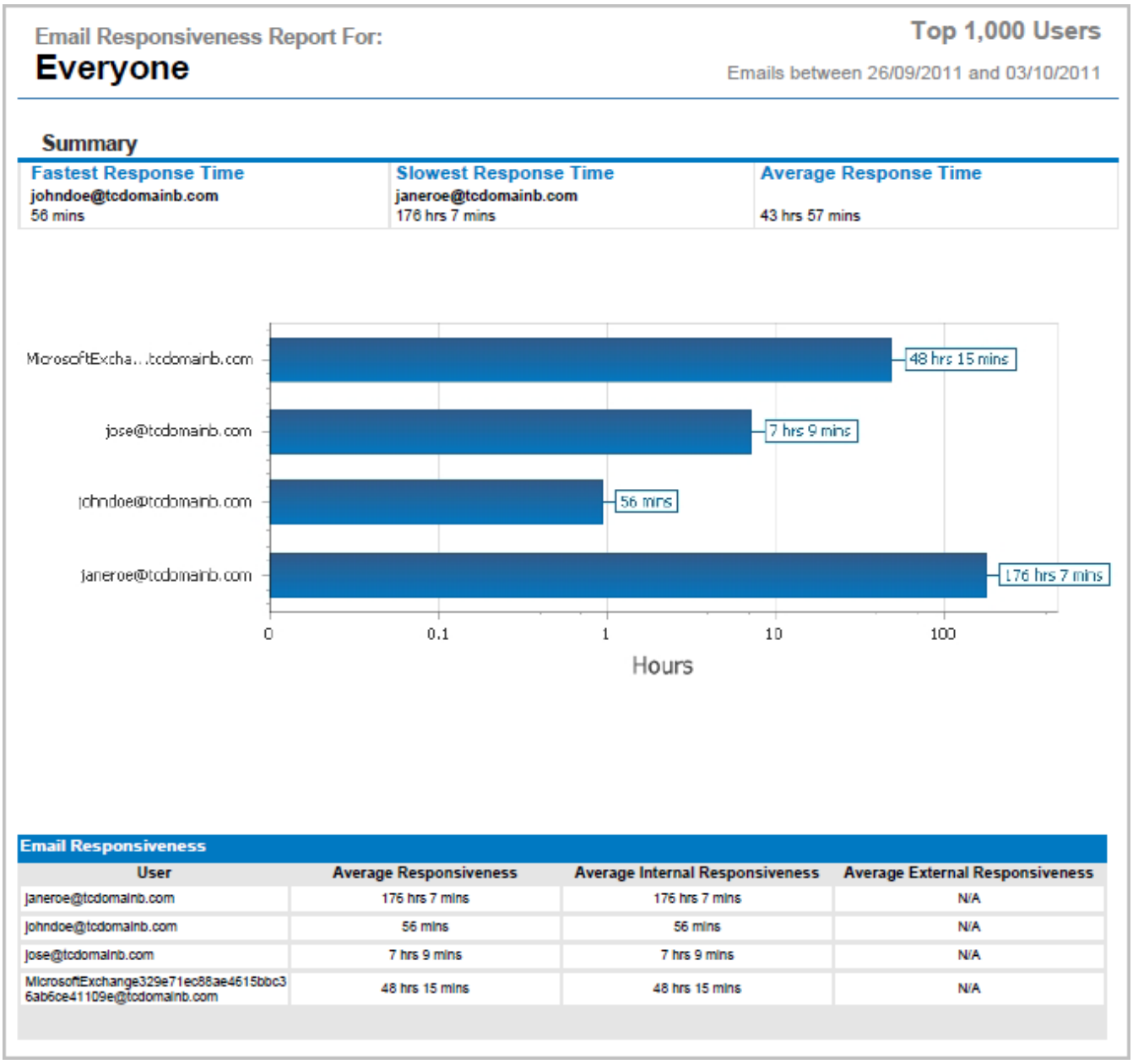


Screenshot 14: MailInsights Email Responsiveness

Filter the report using the following criteria:

Table 9: Email Responsiveness Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 7 days). You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.
Include	Specify number of results up to a maximum of 1000 recipients, default value is All.
Sort By	Specify sorting method. Options are: » By name (default) » By responsiveness



Screenshot 15: MailInsights Email Responsiveness Report

The bar chart represents users on the y-axis and responsiveness in hours on the x-axis. Data is sorted according to defined criteria.

Additional data is displayed in a table below the chart with the following information:

Table 10: Email Responsiveness Report criteria

OPTION	DESCRIPTION
User	Name or email address of user
Average responsiveness	All Email (Hours)
Average Internal responsiveness	Internal Email (Hours)
Average external responsiveness	External Email (Hours)

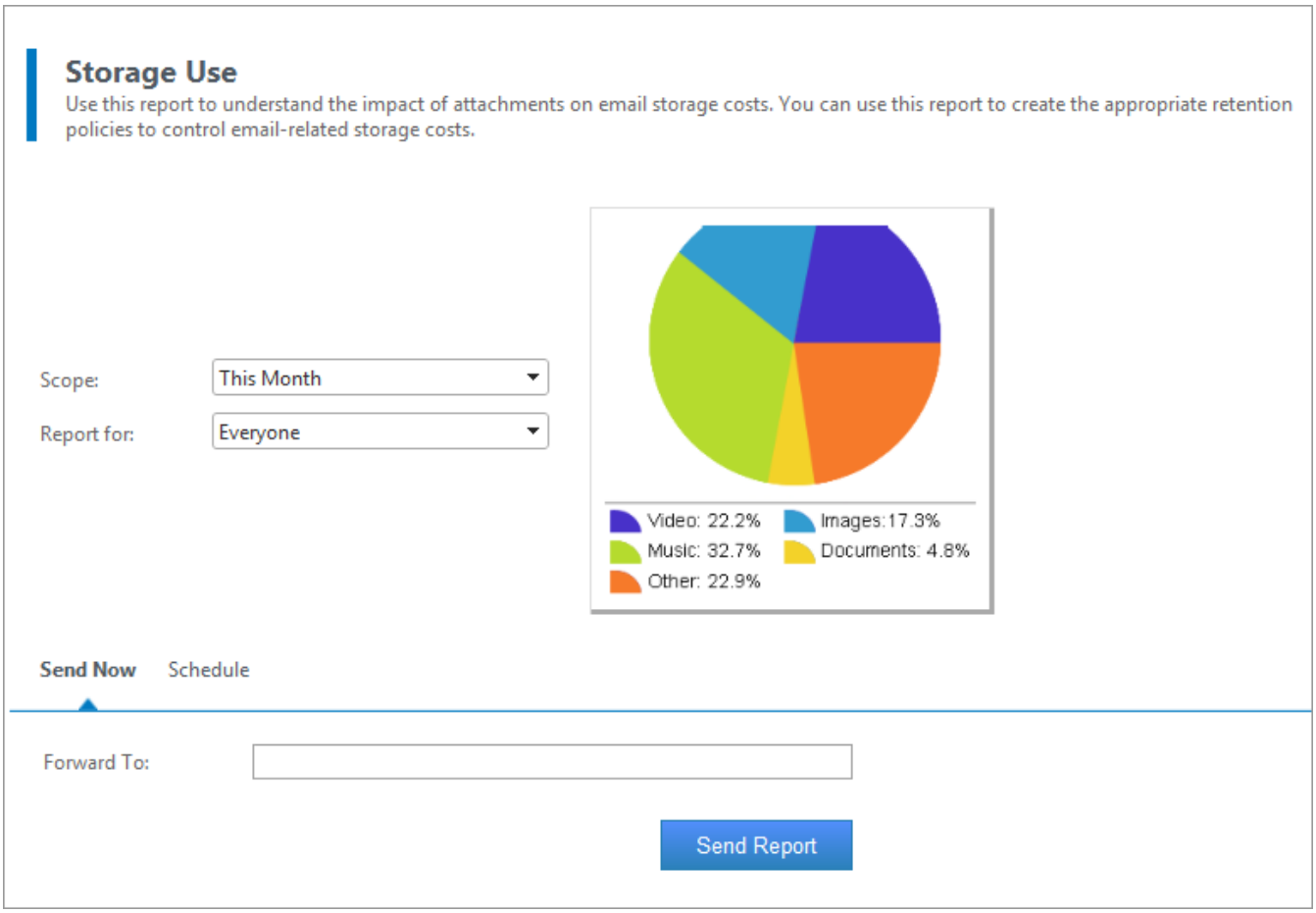
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.6 Storage Use

The **Storage Use** report shows how much space is used by different attachment categories.

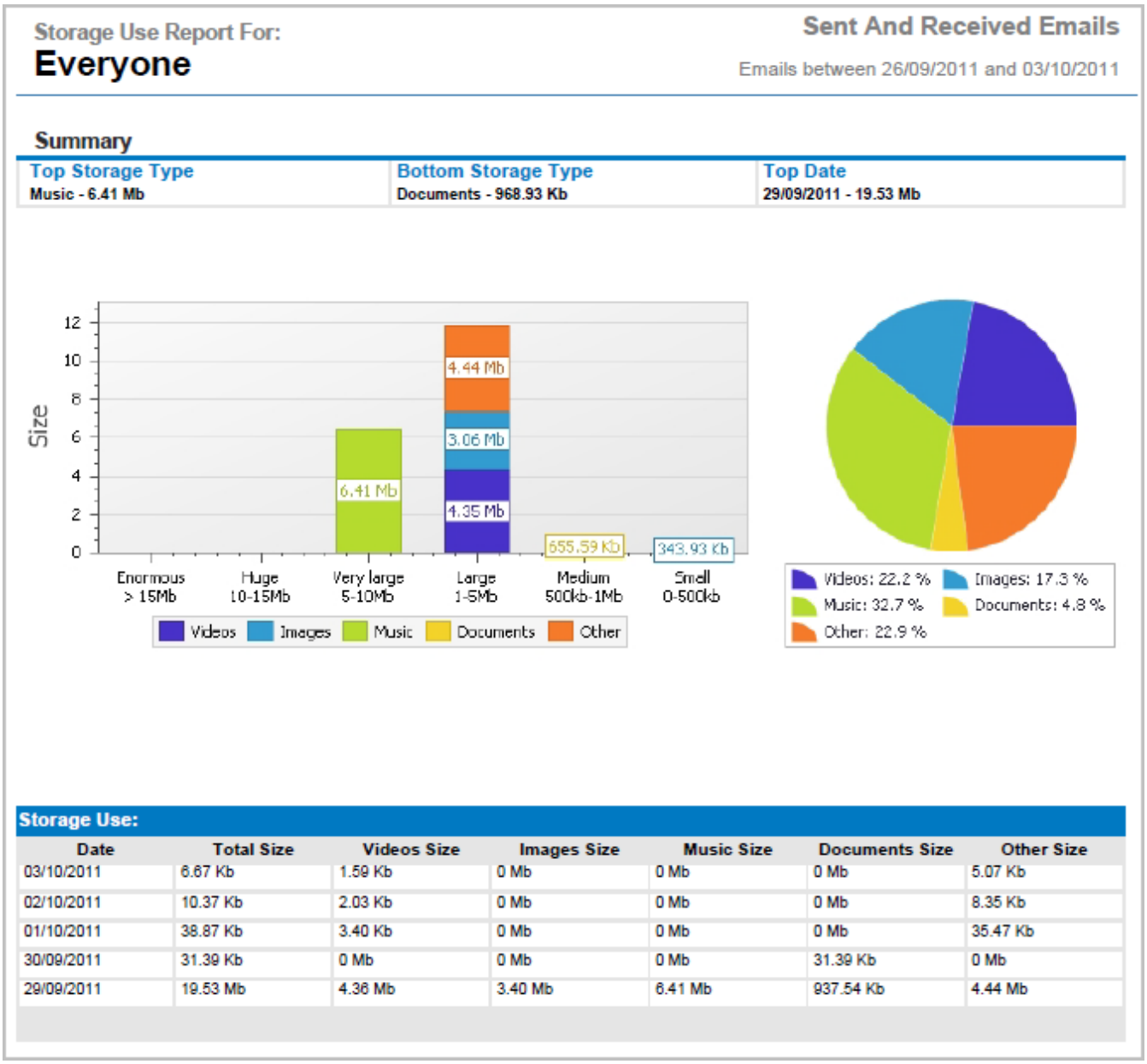


Screenshot 16: MailInsights Storage Use

Filter report using the following criteria:

Table 11: Email Storage Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.
Report for	Select Everyone (default), Active Directory® user or group



Screenshot 17: MailInsights Storage Use Report

The graph consists of stacks representing different attachment categories. The graph's x-axis shows the different size brackets and the y-axis shows the attachment size.

> **NOTE**
>
> Attachment categories for **Storage Use** report are: Images, Documents, Music, Videos and Others

The table below the graph contains the following additional information:

Table 12: Storage Use Report criteria

OPTION	DESCRIPTION
Date	Date email was received.
Total Size (KB)	Total size of attachment.
Images (KB)	Total size of attachment for category Images.

OPTION	DESCRIPTION
Documents (KB)	Total size of attachment for category Documents.
Music (KB)	Total size of attachment for category Music.
Videos (KB)	Total size of attachment for category Videos.
Other (KB)	Total size of attachment for category Other.

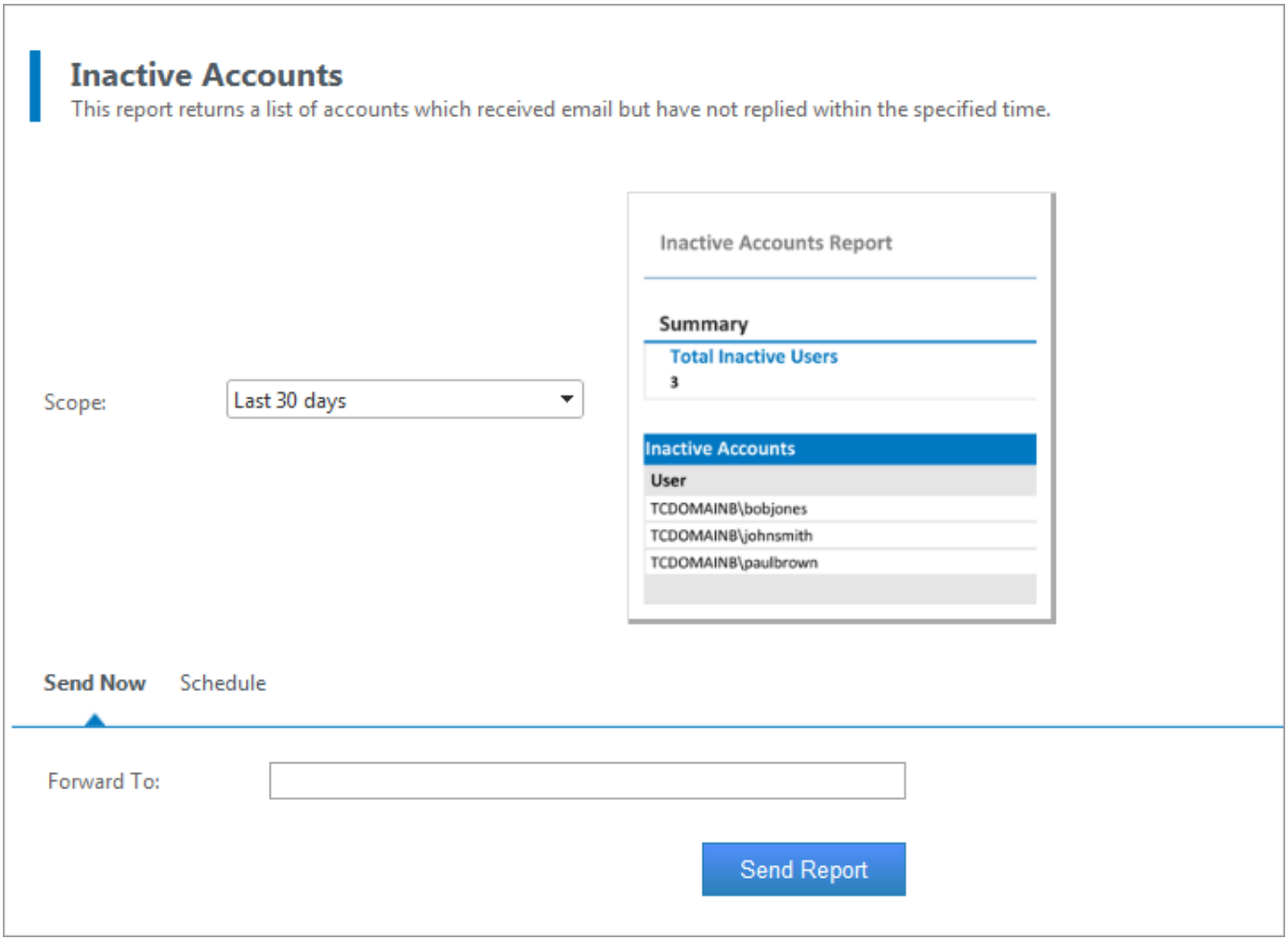
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.7 Inactive Accounts

The Inactive Accounts area enables you to generate a report that shows internal accounts that are no longer active.

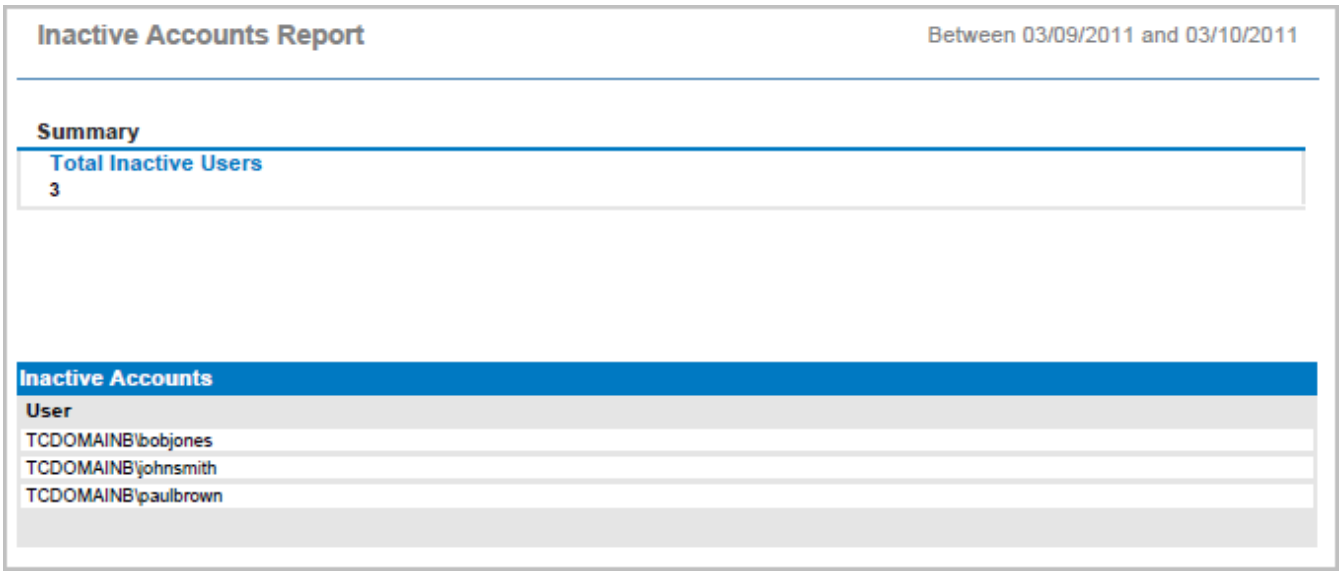


Screenshot 18: MailInsights Inactive Accounts

Filter report using the following criteria:

Table 13: Inactive Accounts Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 30 days). You can only select dates in the last 6 months.



Screenshot 19: Inactive Accounts Report

NOTE

An inactive account is an account that has received emails but has not sent any emails in the date range covered.

The report returns a list of inactive accounts.

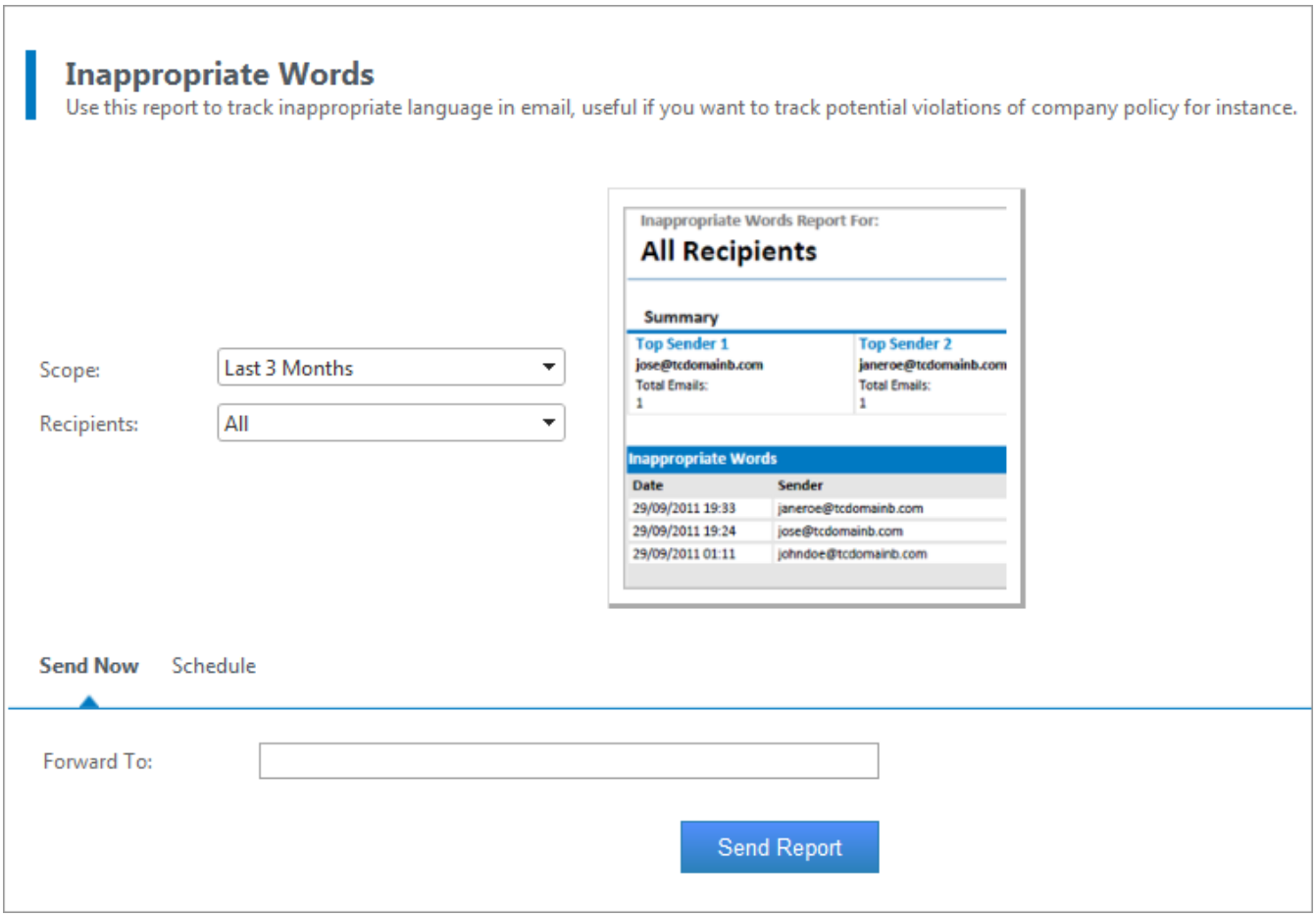
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.8 Inappropriate Words

The **Inappropriate Words** area enables you to generate a report that identifies any inappropriate language used in emails. Inappropriate words can include words considered sexist, racist or swear words.

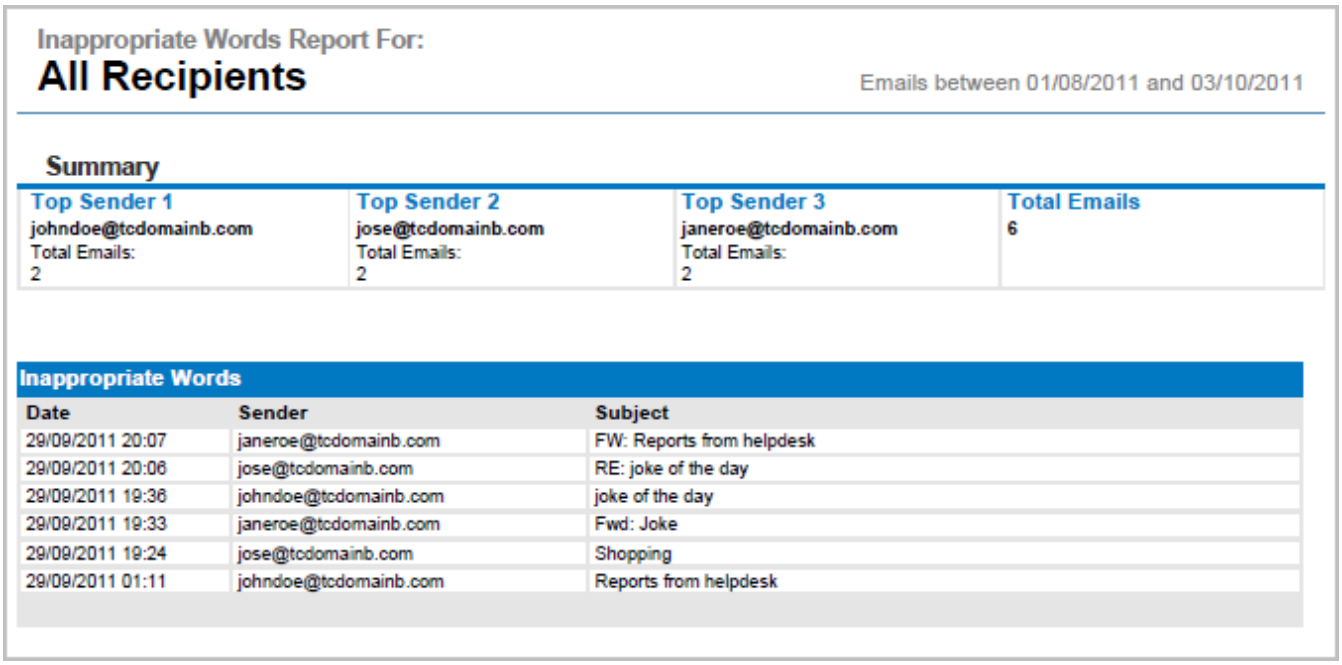


Screenshot 20: MailInsights Inappropriate Words

Filter the report using the following criteria:

Table 14: Inappropriate Words Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Today). You can only select dates in the last 6 months.
Recipients	Select All, Internal Only, External Only



Inappropriate Words Report For:

All Recipients

Emails between 01/08/2011 and 03/10/2011

Summary

Top Sender 1	Top Sender 2	Top Sender 3	Total Emails
johndoe@tcdomainb.com Total Emails: 2	jose@tcdomainb.com Total Emails: 2	janeroe@tcdomainb.com Total Emails: 2	6

Inappropriate Words

Date	Sender	Subject
29/09/2011 20:07	janeroe@tcdomainb.com	FW: Reports from helpdesk
29/09/2011 20:06	jose@tcdomainb.com	RE: joke of the day
29/09/2011 19:36	johndoe@tcdomainb.com	joke of the day
29/09/2011 19:33	janeroe@tcdomainb.com	Fwd: Joke
29/09/2011 19:24	jose@tcdomainb.com	Shopping
29/09/2011 01:11	johndoe@tcdomainb.com	Reports from helpdesk

Screenshot 21: MailInsights Inappropriate Words Report

NOTE

When the **Inappropriate Words** report exceeds 1,500 rows, the report will be generated in .xls format.

Report data is displayed in a table listing the following:

Table 15: Inappropriate Words Report criteria

OPTION	DESCRIPTION
Date/Time	Email date and time
Sender	Sender email address
Subject	Email subject

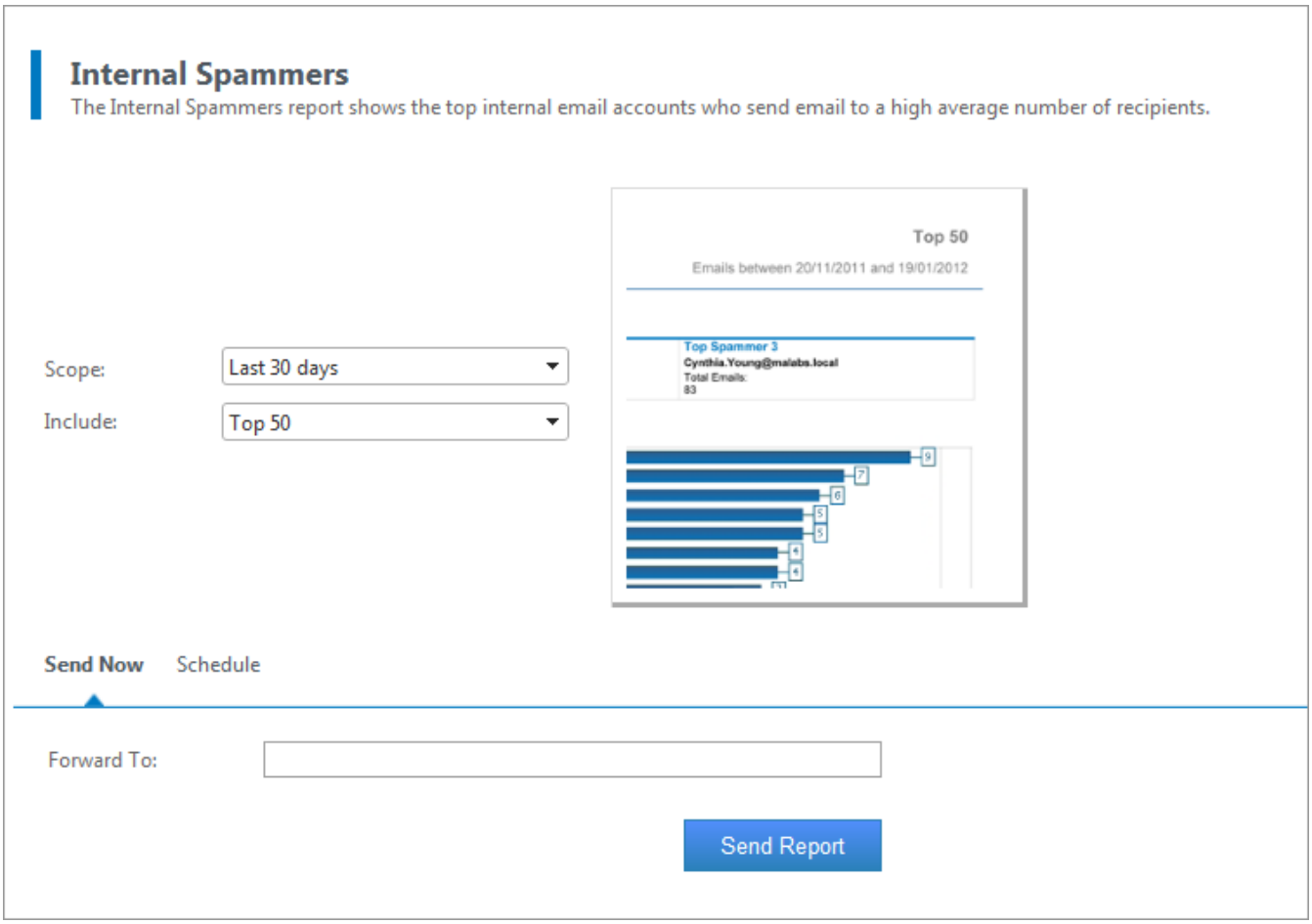
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.9 Internal Spammers

The **Internal Spammers** report enables you to generate a list that identifies internal email accounts of users who include a large number of recipients in their emails. This reports takes into consideration recipients in the To, CC or BCC fields.

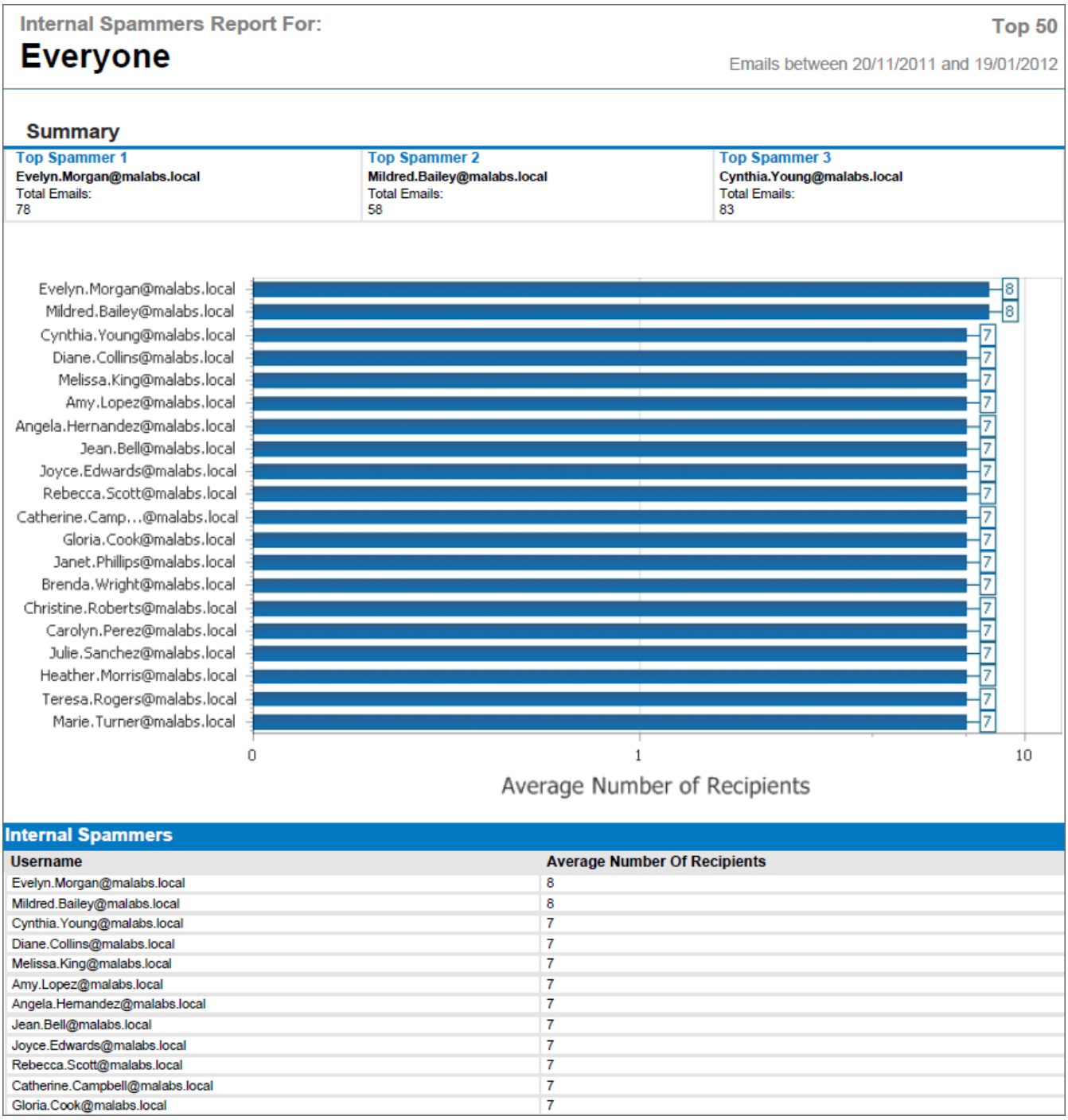


Screenshot 22: MailInsights Internal Spammers

Filter the report using the following criteria:

Table 16: Internal Spammers Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 30 days). You can only select dates in the last 6 months.
Include	Specify the amount of email accounts to include up to a maximum of 1000 users.



Screenshot 23: MailInsights Internal Spammers Report

Report data is displayed in a table listing the following:

Table 17: Internal Spammers Report criteria

OPTION	DESCRIPTION
Username	Sender username or email address.
Average Number of Recipients	Average number of recipients who received email from the sender during the specified time period.

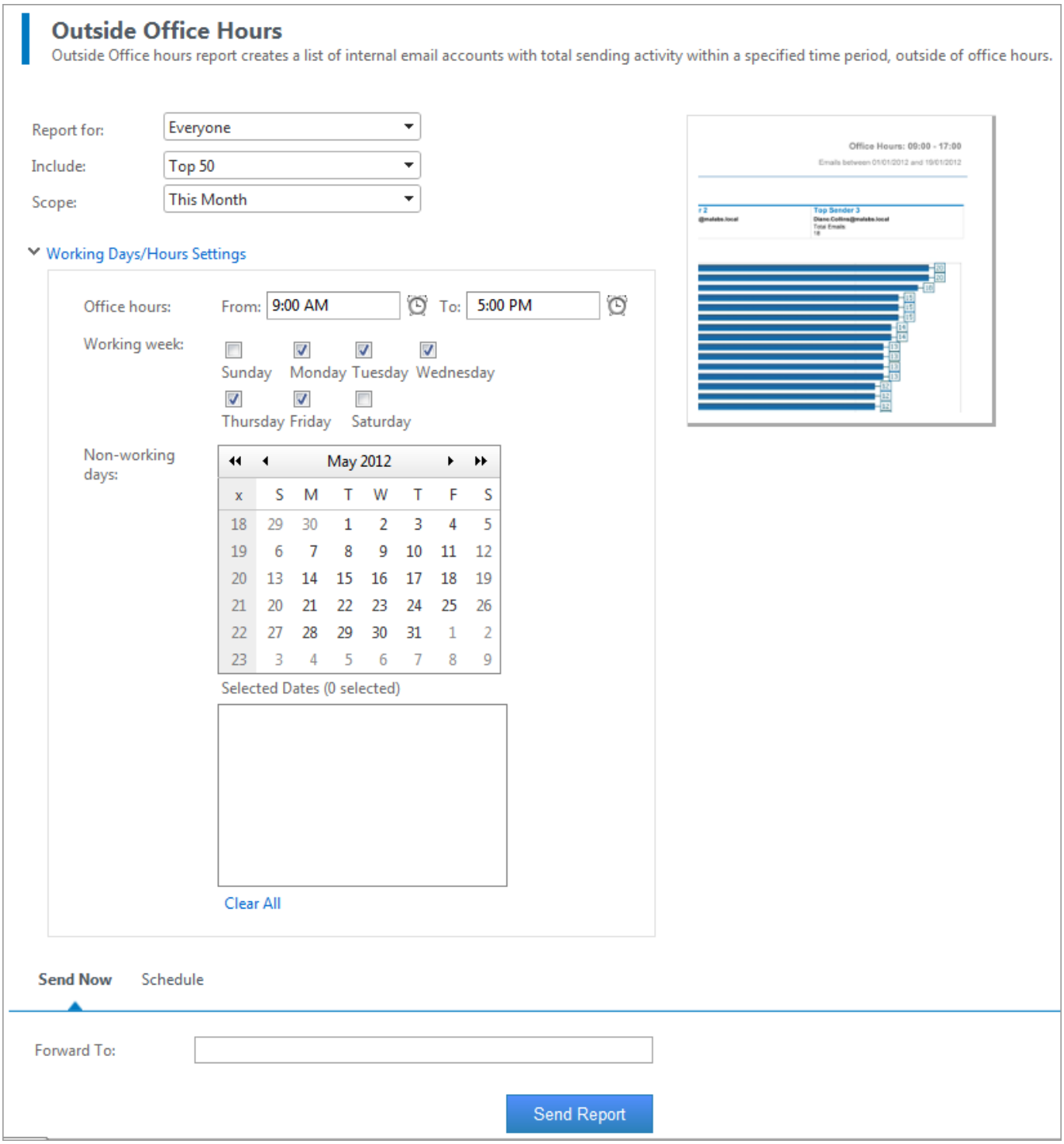
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.10 Outside Office Hours

Use this report to identify internal users who send emails outside of office hours.



Screenshot 24: MailInsights Outside Office Hours

Filter the report using the following criteria:

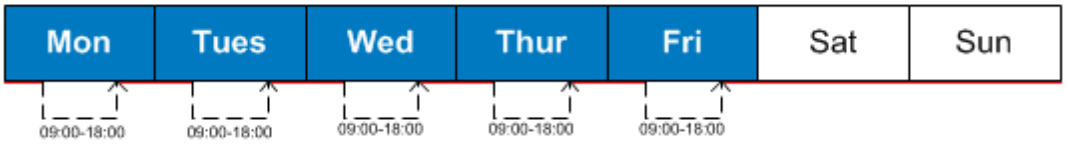
Table 18: Outside Office Hours Report criteria

OPTION	DESCRIPTION
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® group.
Include	Specify number of results to display, up to a maximum of 1000. Default = 50.
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.

OPTION	DESCRIPTION
Office Hours	Enter a time range according to your organization's normal working hours.
Working Week	Select the days of work of your organization. Checked days are considered as part of normal office hours.
Non-Working Days	Use the calendar to define non-working days for past and future dates. Selected dates are listed in the provided window. Non-working days can include public holidays and company shutdown. **IMPORTANT** The settings will only be saved upon successful generation of the report. If you navigate away from the page before generating the report, all settings will be lost. **NOTE** When using the **Clear All Dates** button, configured dates will be cleared for all years.

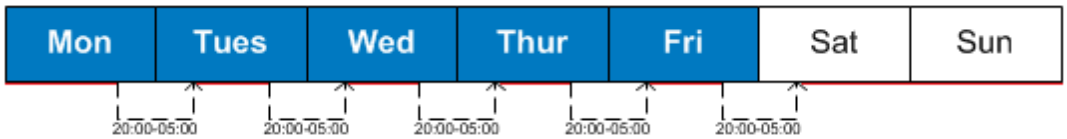
The following examples describe how the report will work when configured in typical scenarios:

Scenario 1: An organization working from Monday to Friday, with start time and end time within the same day, example from 9.00 am to 6.00 pm.



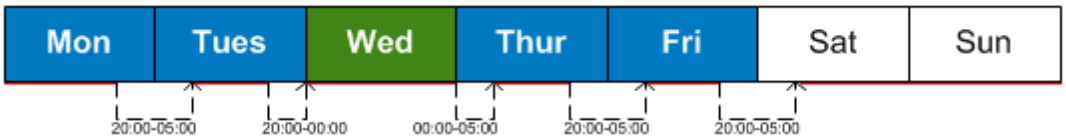
The report will cover emails sent between 6.00 pm and 9.00 am from Monday to Friday, and all day during Saturday and Sunday.

Scenario 2: An organization working from Monday to Friday. Start time and end time span across midnight, example from 8.00 pm to 5.00 am.

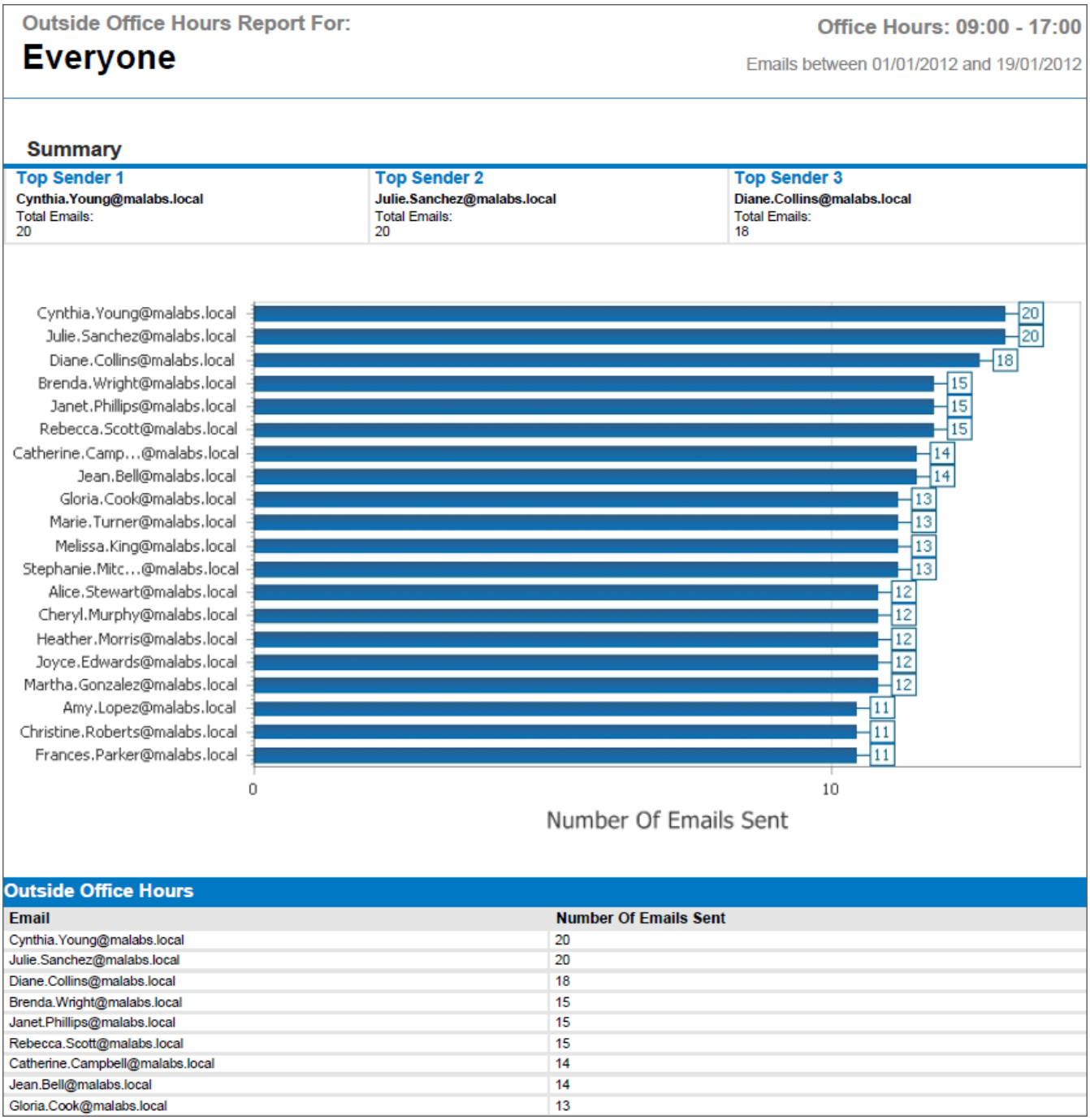


In this case the report will cover emails sent between 5.00 am and 8.00 pm from Monday to Friday and those sent on Saturday and Sunday. Emails sent on Saturdays between midnight and 5.00 am will not be taken into account, since they are considered within normal working hours.

Scenario 3: An organization working from Monday to Friday. Start time and end time span across midnight, Wednesday is a public holiday.



The report will cover emails sent between 5.00 am and 8.00 pm from Monday to Friday, emails sent on Saturday and Sunday, and all emails sent on Wednesday from midnight to midnight.



Screenshot 25: MailInsights Outside Office Hours Report

The results of the generated report are displayed in a horizontal bar chart. A report summary above the chart displays the top 3 users who sent emails outside office hours.

Additional data is displayed in a table below the chart with the following information:

Table 19: Outside Office Hours Report criteria

OPTION	DESCRIPTION
Email	Email address of user
Number of Emails Sent	Number of emails sent outside office hours

For further information, refer to:

Generating MailInsights reports

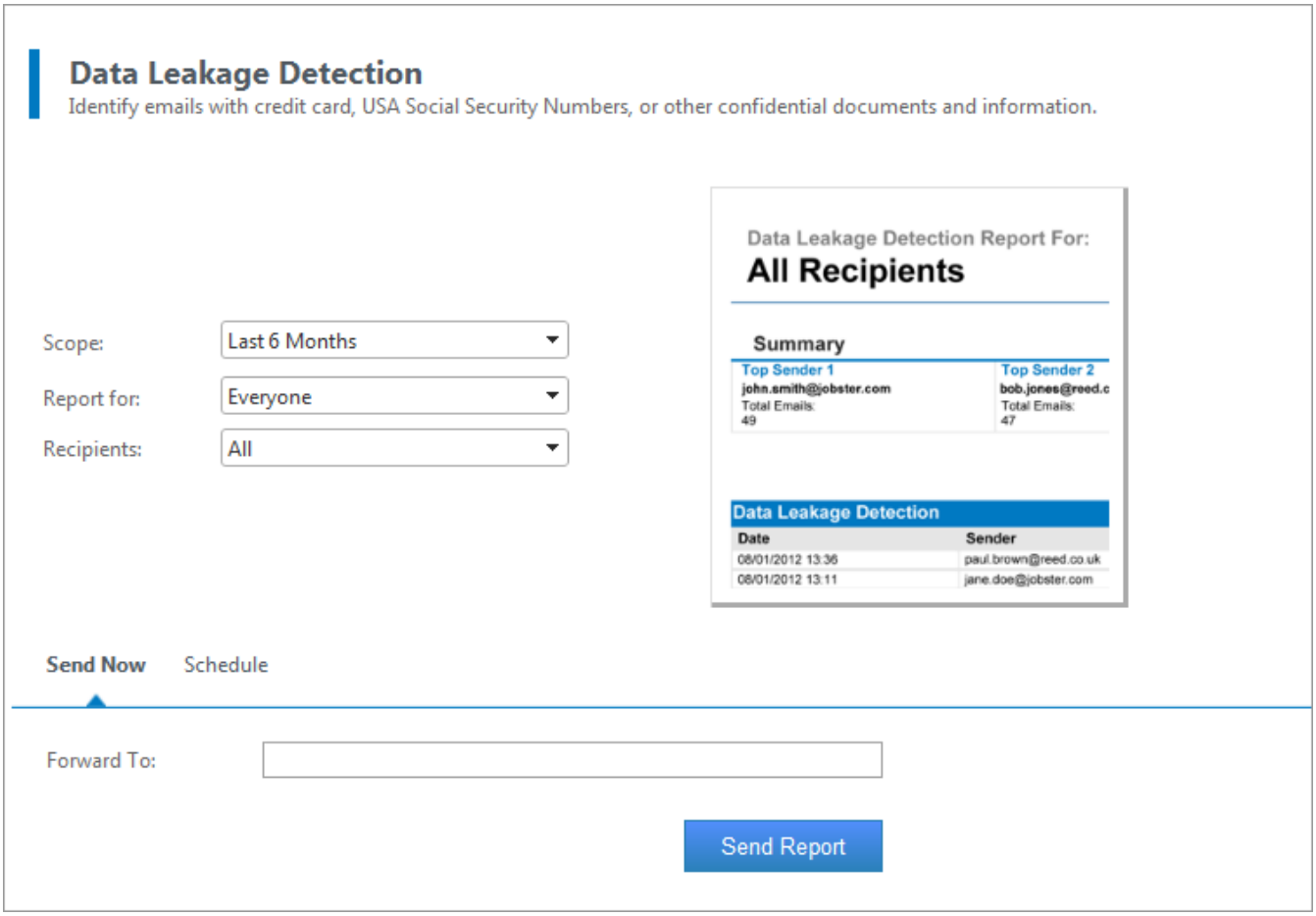
Scheduling MailInsights reports

1.6.11 Data Leakage Detection

Use this report to detect emails that potentially contain sensitive data. The report will detect sent or received emails containing:

- Major credit card numbers (VISA, Mastercard, American Express, Diner's Club, Discover)
- USA Social Security numbers
- Confidential documents and information

> **NOTE**
>
> The report analyzes both sent and received email for a selected user.

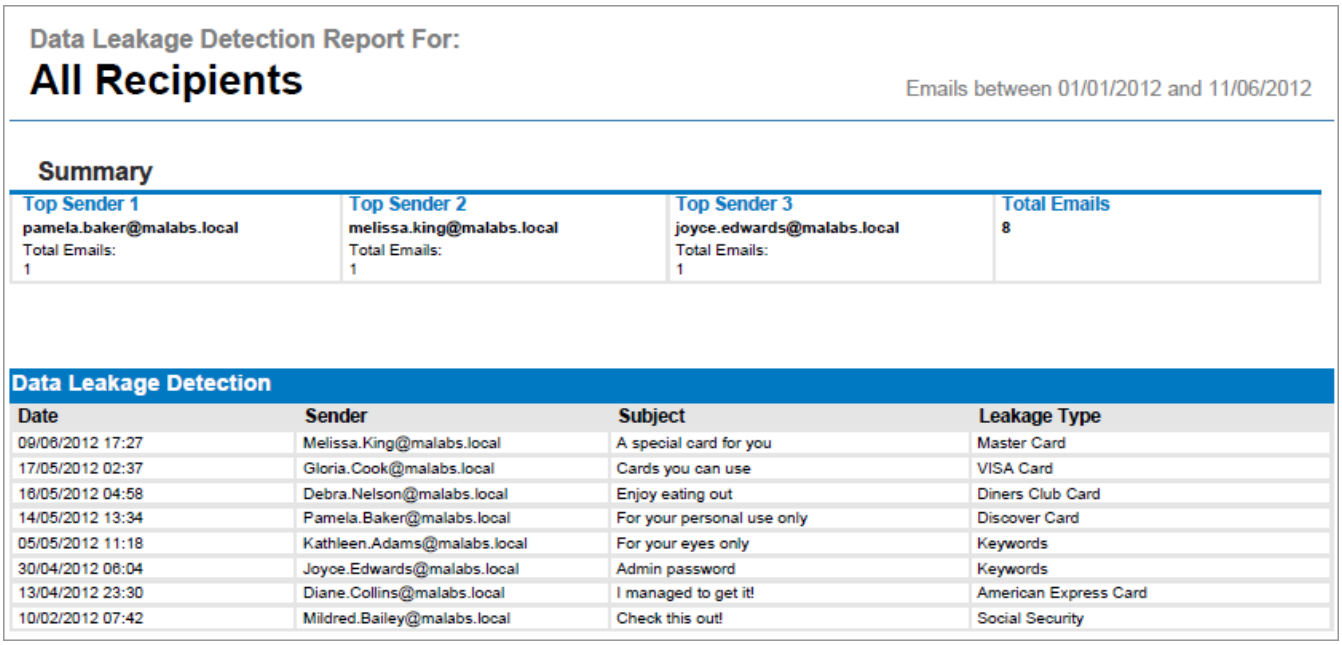


Screenshot 26: MailInsights Data Leakage Detection report

Filter the report using the following criteria:

Table 20: Data Leakage Detection Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 3 Months). You can only select dates in the last 6 months.
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® user or group.
Recipients	Internal recipients, external recipients or both. Default is both.



Data Leakage Detection Report For:

All Recipients

Emails between 01/01/2012 and 11/06/2012

Summary

Top Sender 1	Top Sender 2	Top Sender 3	Total Emails
pamela.baker@malabs.local Total Emails: 1	melissa.king@malabs.local Total Emails: 1	joyce.edwards@malabs.local Total Emails: 1	8

Data Leakage Detection

Date	Sender	Subject	Leakage Type
09/06/2012 17:27	Melissa.King@malabs.local	A special card for you	Master Card
17/05/2012 02:37	Gloria.Cook@malabs.local	Cards you can use	VISA Card
16/05/2012 04:58	Debra.Nelson@malabs.local	Enjoy eating out	Diners Club Card
14/05/2012 13:34	Pamela.Baker@malabs.local	For your personal use only	Discover Card
05/05/2012 11:18	Kathleen.Adams@malabs.local	For your eyes only	Keywords
30/04/2012 06:04	Joyce.Edwards@malabs.local	Admin password	Keywords
13/04/2012 23:30	Diane.Collins@malabs.local	I managed to get it!	American Express Card
10/02/2012 07:42	Mildred.Bailey@malabs.local	Check this out!	Social Security

Screenshot 27: MailInsights Data Leakage Detection Report

The results of the generated report are listed in a table sorted by date in ascending order. A report summary above the table displays the top 3 senders.

The table contains the following information:

Table 21: Data Leakage Detection Report criteria

OPTION	DESCRIPTION
Date	Displays the date and time of the email.
Sender	Sender email address.
Subject	Email subject. **NOTE** Entries in the subject column contain a link to display the detected email.
Leakage Type	Leakage type can be: Credit card, Social Security Number, confidential data, medical, **NOTE** If more than one type of leak is detected, only the first one is displayed.

For further information, refer to:

Generating MailInsights reports

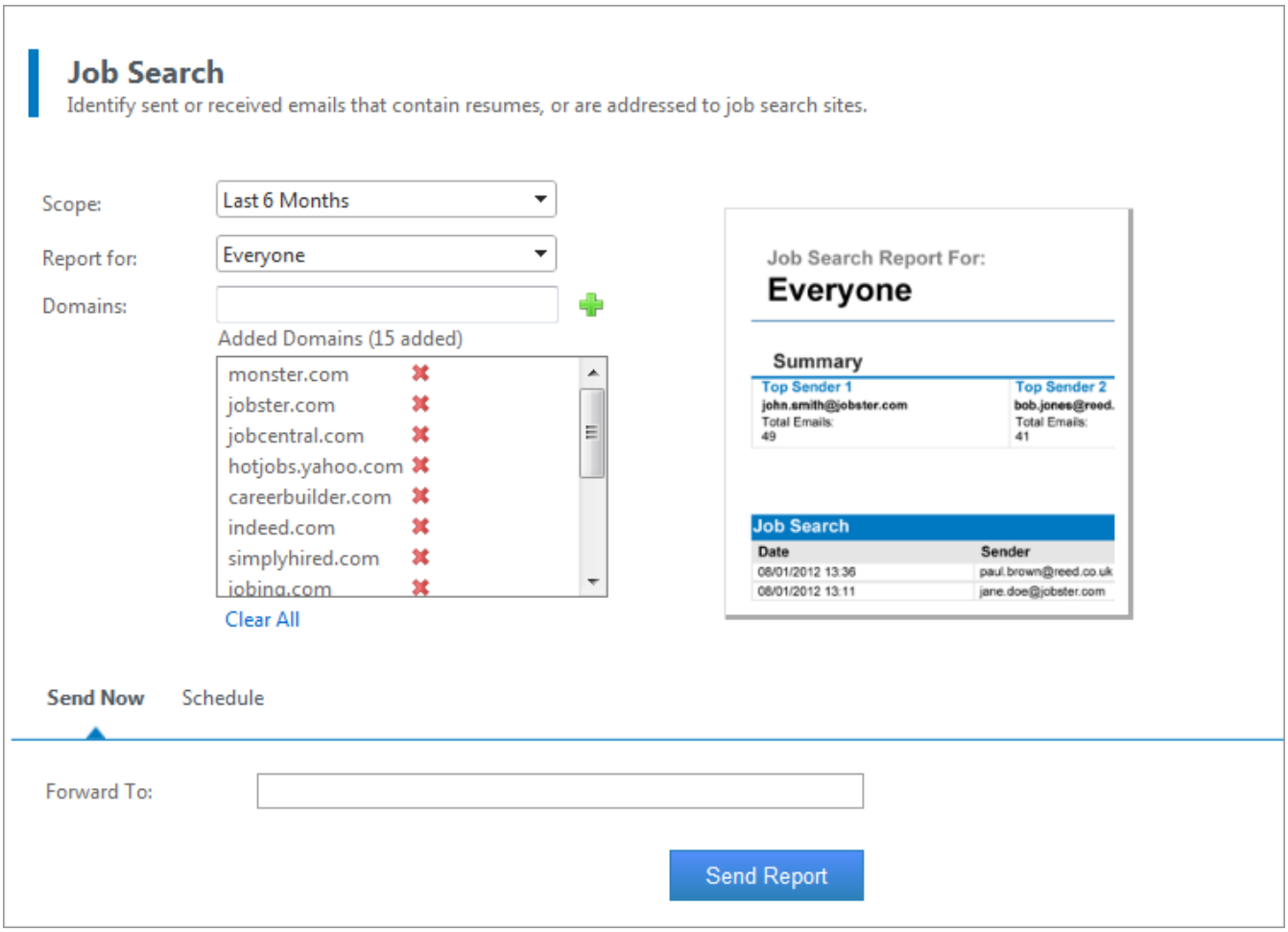
Scheduling MailInsights reports

1.6.12 Job Search

Use this report to identify internal users who exchange emails with job search sites. The report detects sent or received emails containing resumes.

NOTE

The report is able to identify both sent and received email for a selected user.

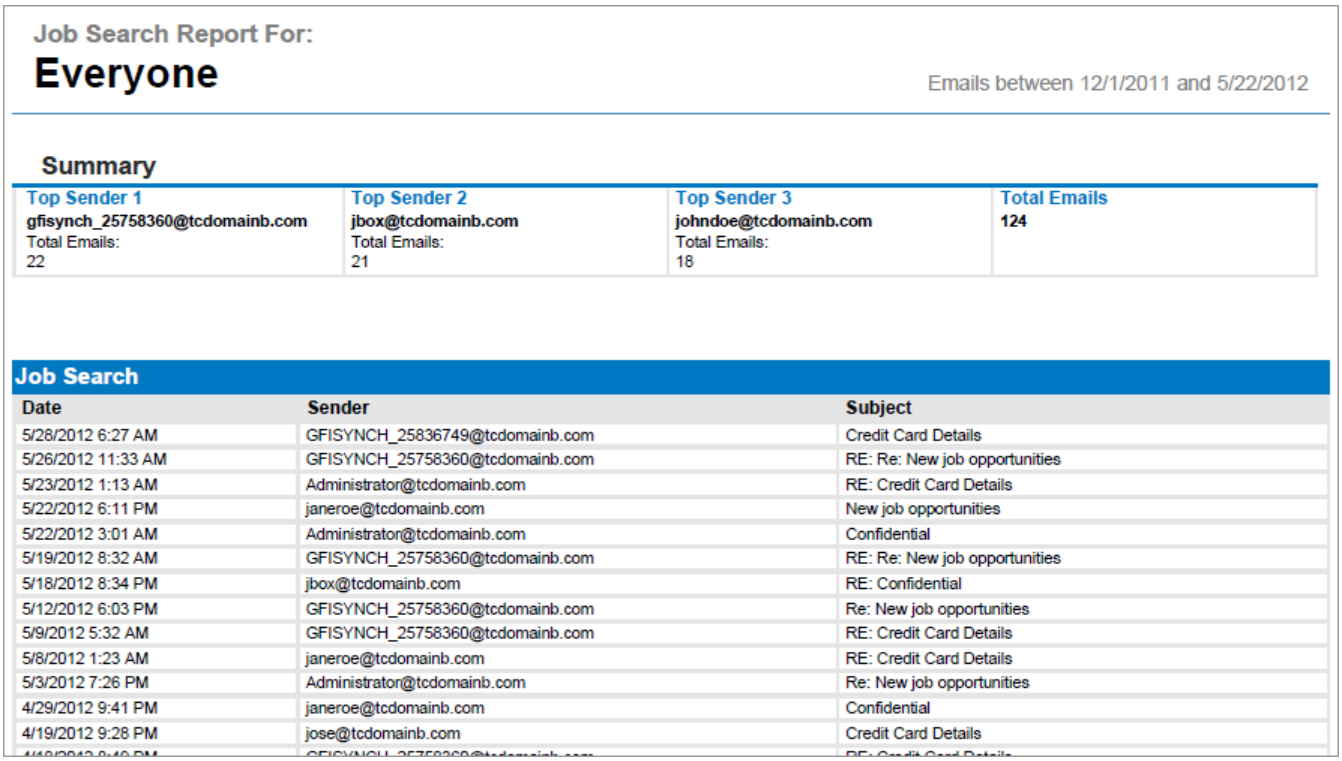


Screenshot 28: MailInsights Job Search report

Filter the report using the following criteria:

Table 22: Job Search Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® user or group.
Domains	The list of domains listed in this area will be added to the search criteria of the report. Add domains by typing the URL in the available field and clicking ✚. To remove a domain, click ✖. **Clear all** removes all the listed URLs. The default list of job search sites includes: Monster.com; Jobster.com; jobcentral.com; hotjobs.yahoo.com; careerbuilder.com; indeed.com; simplyhired.com; jobing.com; reed.co.uk; jobsearch.co.uk; monster.co.uk; totaljobs.com; fish4.co.uk; cityjobs.com.



Job Search Report For:

Everyone

Emails between 12/1/2011 and 5/22/2012

Summary

Top Sender 1	Top Sender 2	Top Sender 3	Total Emails
gfisynch_25758360@tcdomainb.com Total Emails: 22	jbox@tcdomainb.com Total Emails: 21	johndoe@tcdomainb.com Total Emails: 18	124

Job Search

Date	Sender	Subject
5/28/2012 6:27 AM	GFISYNCH_25836749@tcdomainb.com	Credit Card Details
5/26/2012 11:33 AM	GFISYNCH_25758360@tcdomainb.com	RE: Re: New job opportunities
5/23/2012 1:13 AM	Administrator@tcdomainb.com	RE: Credit Card Details
5/22/2012 6:11 PM	janeroe@tcdomainb.com	New job opportunities
5/22/2012 3:01 AM	Administrator@tcdomainb.com	Confidential
5/19/2012 8:32 AM	GFISYNCH_25758360@tcdomainb.com	RE: Re: New job opportunities
5/18/2012 8:34 PM	jbox@tcdomainb.com	RE: Confidential
5/12/2012 6:03 PM	GFISYNCH_25758360@tcdomainb.com	Re: New job opportunities
5/9/2012 5:32 AM	GFISYNCH_25758360@tcdomainb.com	RE: Credit Card Details
5/8/2012 1:23 AM	janeroe@tcdomainb.com	RE: Credit Card Details
5/3/2012 7:26 PM	Administrator@tcdomainb.com	Re: New job opportunities
4/29/2012 9:41 PM	janeroe@tcdomainb.com	Confidential
4/19/2012 9:28 PM	jose@tcdomainb.com	Credit Card Details

Screenshot 29: MailInsights Job Search Report

The results of the generated report are listed in a table sorted by date in ascending order. A report summary above the table displays the top 3 users who exchanged emails with job search domains.

The table contains the following information:

Table 23: Job Search Report criteria

OPTION	DESCRIPTION
Date	Displays the date and time of the email.
Sender	Sender email address.
Subject	Email subject. **NOTE** Entries in the subject column contain a link to display the detected email.

For further information, refer to:

Generating MailInsights reports

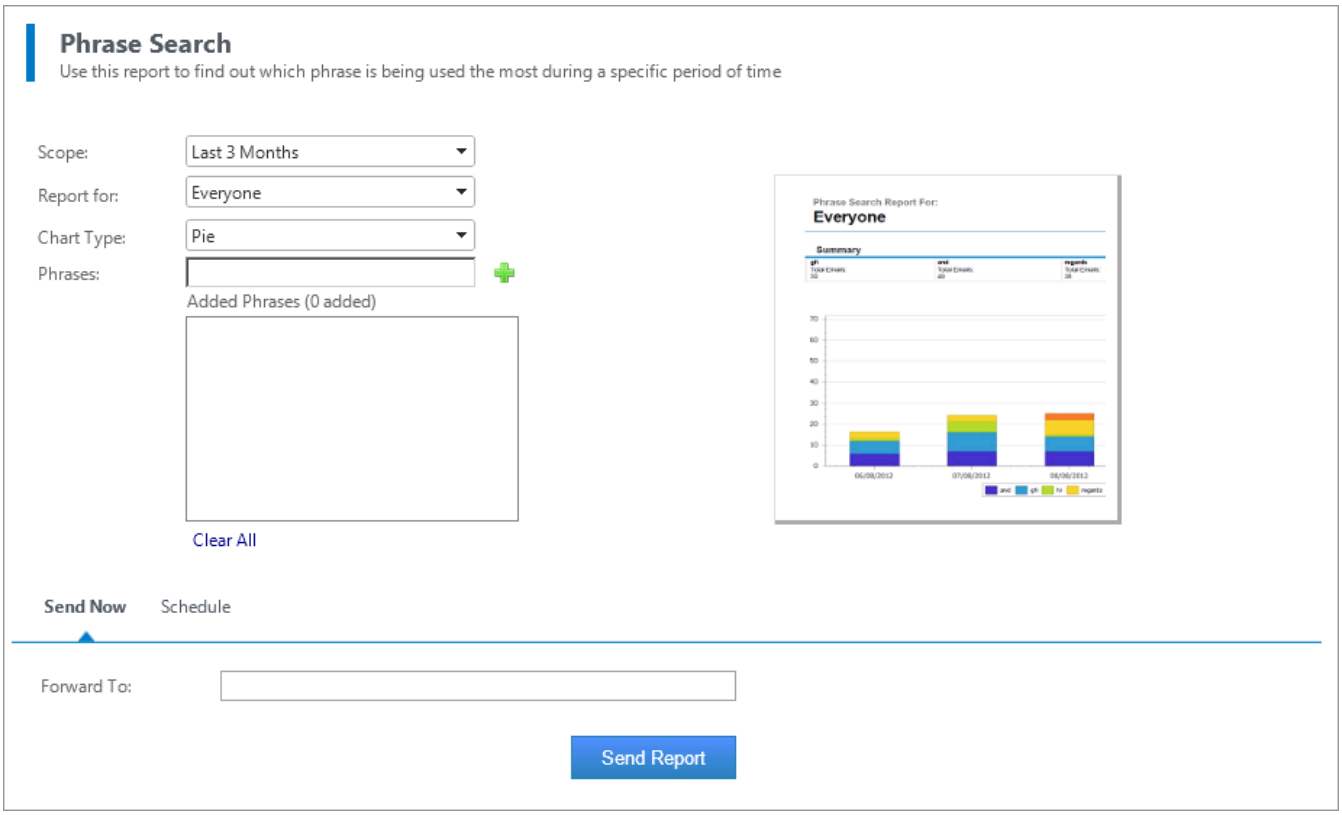
Scheduling MailInsights reports

1.6.13 Phrase Search

Search for specific terms or phrases within archived emails using the Phrase Search report. The report runs search queries on whole email bodies to detect emails containing the specified terms and displays results as a pie chart or stacked line graph.

NOTE

The report detects phrases in both sent and received email for a selected user or group.

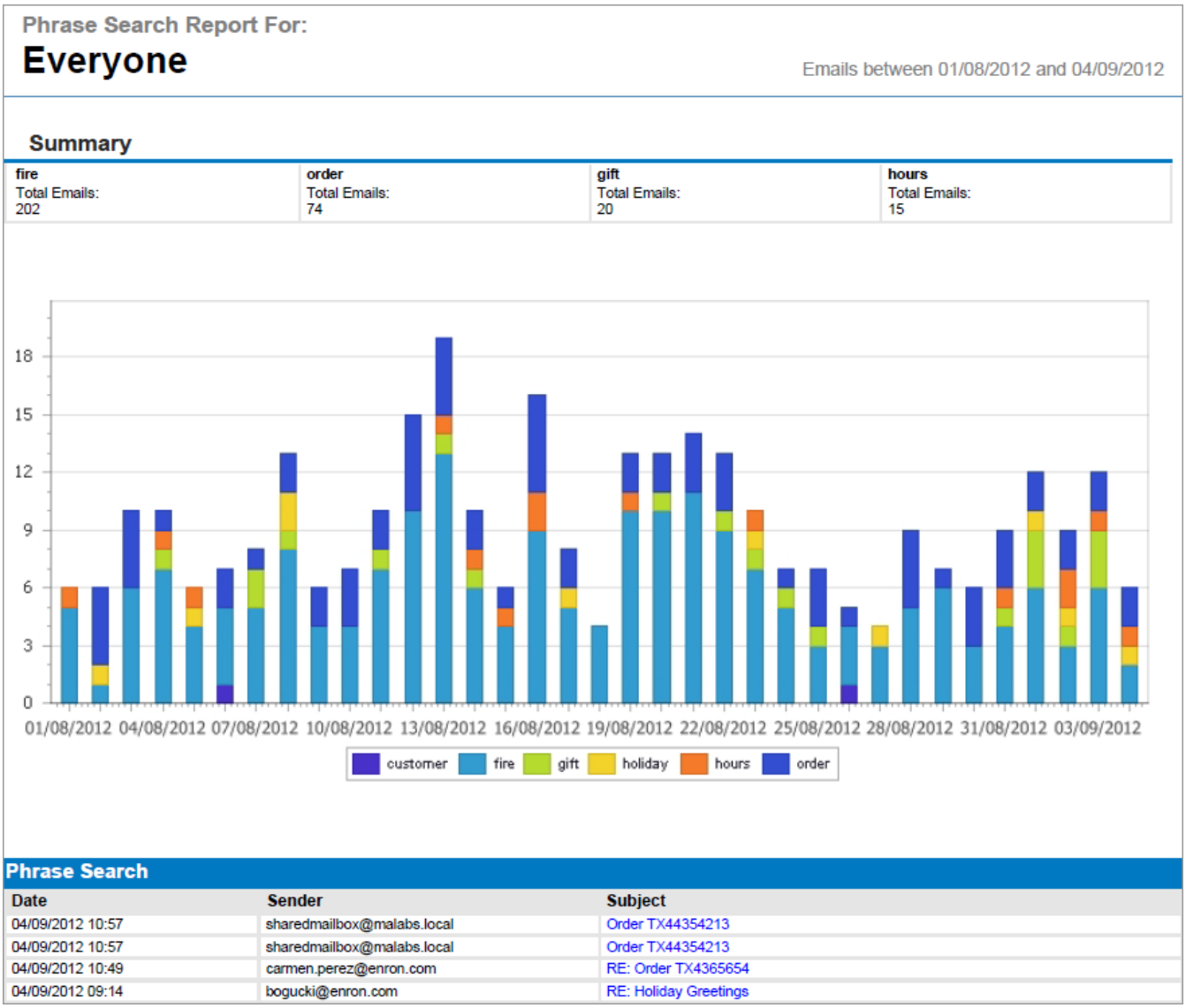


Screenshot 30: MailInsights Phrase Search report

Filter the report using the following criteria:

Table 24: Phrase Search Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® user or group.
Chart Type	Choose between a Pie chart and Stacked Bar graph. The pie chart displays the total percentage of emails for the results found while the stacked line graph displays the count of emails sent on a day-by-day basis.
Phrases	Phrases can be composed of 1 or more words. Use quotes (") to search for exact phrases or enter words without quotes to search for any of the words entered. A limit of 10 phrases ensures the report does not consume too many resources or take too long to run.



Screenshot 31: MailInsights Phrase Search Report

The results of the generated report are listed in a table sorted by date in ascending order. A report summary above the table displays the total number of emails, and the total emails that matched a phrase.

The table contains the following information:

Table 25: Phrase Search Report criteria

OPTION	DESCRIPTION
Date	Displays the date and time of the email.
Sender	Sender email address.
Subject	Email subject. **NOTE** Entries in the subject column contain a link to display the detected email.
Phrase	The phrase that was part of the search.

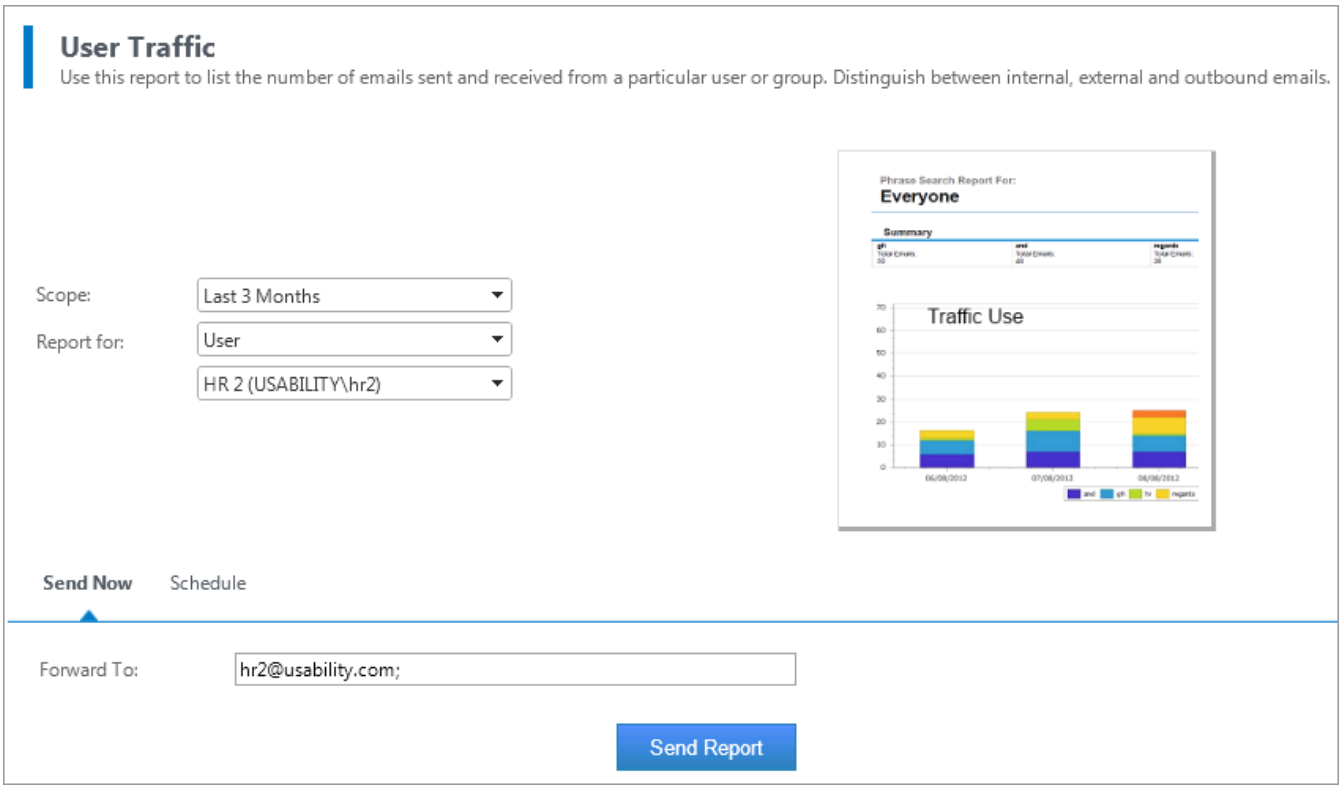
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.6.14 User Traffic Report

The User Traffic graph provides an overview of the number of emails exchanged between selected users or groups and their contacts. It also lists unique email addresses of sent or received email.

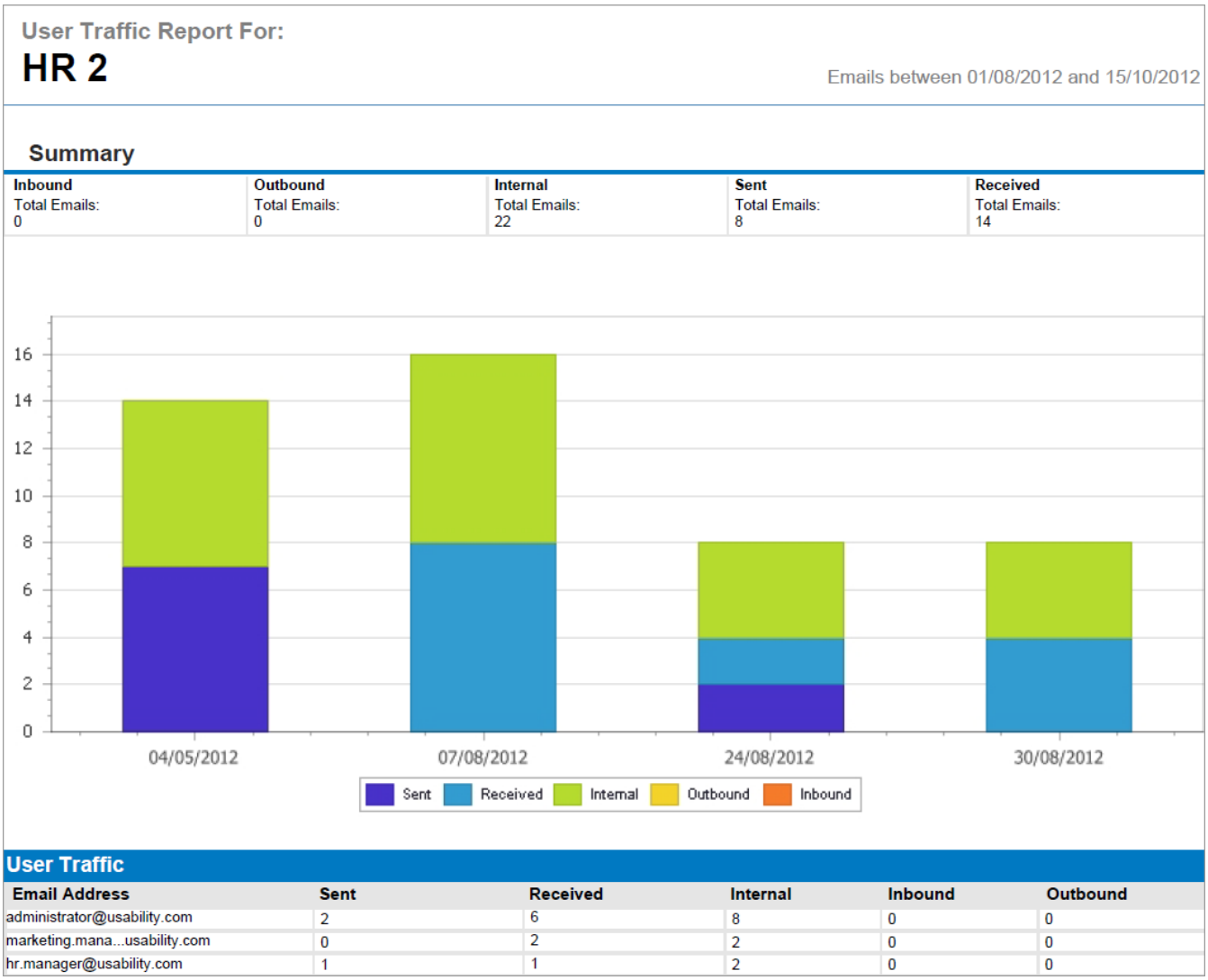


Screenshot 32: MailInsights User Traffic

Filter the report using the following criteria:

Table 26: MailInsights User Traffic Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting. You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.



Screenshot 33: MailInsights User Traffic Report

The selected mailbox can belong to a user or group (displayed at the top of the report). Different colors denote whether the emails were Sent, Received, Internal, Inbound or Outbound.

The table below the graph shows the following information:

Table 27: User Traffic Report criteria

OPTION	DESCRIPTION
Email Address	Contact email address
Sent	Total number of sent emails
Received	Total number of received emails
Internal	Total number of sent and received emails
Inbound	Total number of inbound email.
Outbound	Total number of outbound email.

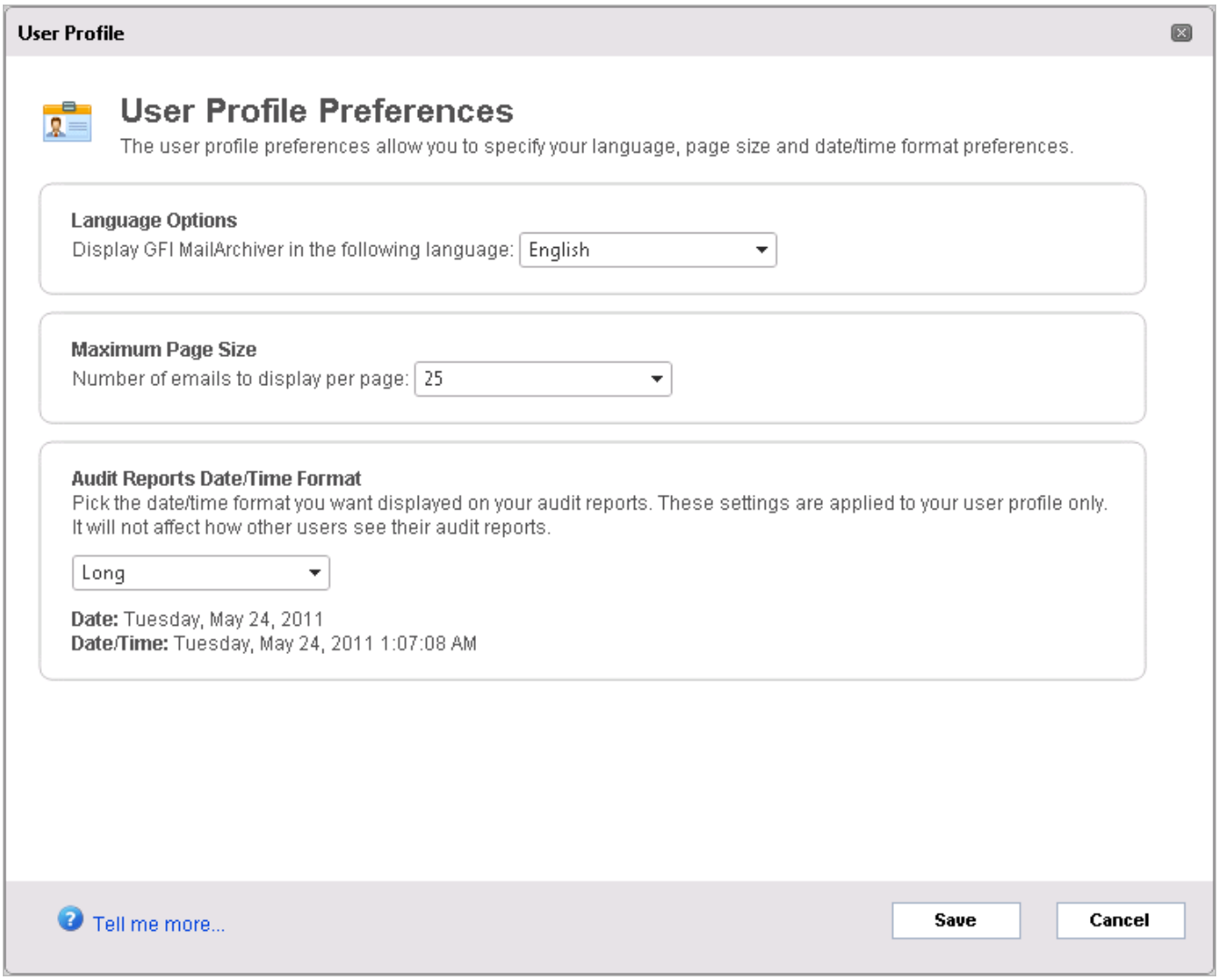
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

1.7 Changing User Preferences

1. Click the user name displayed on the upper right hand corner of the screen.


User Profile
User Profile Preferences
The user profile preferences allow you to specify your language, page size and date/time format preferences.
Language Options
Display GFI MailArchiver in the following language:
English
Maximum Page Size
Number of emails to display per page:
25
Audit Reports Date/Time Format
Pick the date/time format you want displayed on your audit reports. These settings are applied to your user profile only. It will not affect how other users see their audit reports.
Long
Date: Tuesday, May 24, 2011
Date/Time: Tuesday, May 24, 2011 1:07:08 AM
Tell me more...
Save
Cancel

Screenshot 34: User profile preferences

2. From the **Language options** drop down box, select the language to display.

3. From the **Maximum page size** area, configure the number of emails to display per page.

4. From the **Audit Reports Date/Time Format** area (available only if logged in as an administrator), change the date/time format to display on audit reports.

5. Click **Save**.

2 Configuring Email Client Access

GFI MailArchiver provides integration with various email clients and technologies so that users can access their archived emails from remote locations, while in the office or on the move. Use the Email Client Access page to:

- Download GFI MailArchiver Outlook Connector, a Microsoft Outlook® plugin that enables users to view archived emails from their Microsoft Outlook client.
- Download GFI MailArchiver Outlook Addon, a tool that enables users to manually archive emails contained in their Microsoft Outlook® installation.
- Configure an IMAP account on your email client of choice to view archived emails in mailboxes you have access to.

In this chapter:

2.1 Installing GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector enables users to synchronize their Microsoft Outlook® folders with the data archived by GFI MailArchiver.

1. Open GFI MailArchiver.

2. Select **Email Client Access** tab.

3. Click **Outlook Connector** tab.

4. Select one of the available download options link to download GFI MailArchiver Outlook Connector. Available options are:

Table 28: GFI MailArchiver Outlook Connector versions

OPTION	DESCRIPTION
Outlook Connector (32-bit Outlook)	Download the GFI MailArchiver Outlook Connector for Microsoft Outlook 32-bit version.
Outlook Connector (64-bit Outlook)	Download the GFI MailArchiver Outlook Connector for Microsoft Outlook 64-bit version.

5. Double click on the file and follow the wizard to install

6. To check installation, from Microsoft Outlook, check that a new folder called **GFI MailArchiver Mailbox** is created.

> **NOTE**
>
> For information on how to use the GFI MailArchiver Outlook Connector, refer to the GFI MailArchiver Outlook Connector manual available from: http://www.gfi.com/mar/manual/

2.2 Downloading and Installing GFI MailArchiver Outlook Addon

The GFI MailArchiver Outlook Addon can be downloaded from the GFI MailArchiver web interface.

IMPORTANT

GFI MailArchiver Outlook Addon is not available for download if **Manual Archiving** is not enabled. For more information refer to Configuring Archiving Method.

1. Open GFI MailArchiver.
2. Click **Email Client Access** tab.
3. From **Manual Archiving** area, click **Download Outlook Addon**.
4. Double click the downloaded file and follow the wizard to install.

NOTE

To verify successful installation, check that GFI MailArchiver Outlook Addon toolbar is visible within Microsoft Outlook®.

2.3 Configuring GFI MailArchiver IMAP Client Access

GFI MailArchiver supports a number of e-mail clients that use IMAP to transfer archived e-mail messages from the Archive Stores to the email client. Users are able to access a read-only view of their archived emails using one of the following supported email clients:

- Android email application
- Apple Mail
- iOS5 email application
- Microsoft Outlook® 2003
- Microsoft Outlook® 2007
- Microsoft Outlook® 2010
- Microsoft Outlook® 2013
- Microsoft Outlook® 2011 for Mac
- Mozilla Thunderbird
- Windows® Live Mail

NOTE

Internet Message Access Protocol (IMAP) is an Internet protocol for e-mail retrieval. When IMAP is enabled for the first time, you may notice a delay until your email client synchronizes with GFI MailArchiver to retrieve archived emails.

Viewing Shared Mailboxes

As a user with access to other users' mailboxes, you can use your IMAP account to view the shared mailboxes you have access to. To do this, you need to configure a new account for each shared mailbox. Follow the instructions on how to create a new IMAP client account in the email client of

your choice, however, as a username, type your username in the following format: `<your email address> ¦ <user email address>` using your own password.

> **IMPORTANT**
>
> To configure email clients to use IMAP, you must first configure the IMAP Server.

In this chapter:

2.3.1 Configuring IMAP on Android

Follow these instructions to configure IMAP on Android devices:

> **NOTE**
>
> The following configuration requires an Internet connection.

1. Launch Email client and select option to create a new IMAP email account.
2. Configure the following Incoming Mail Server settings:

OPTION	VALUE
Email Address:	[full email address]
Password:	[your password]

3. In **Manual setup** mode, enter the following information:

OPTION	VALUE
Username:	[full email address]
Password:	[your password]
IMAP server:	[IMAP server name]
Port:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Security type:	Select the Security type provided by your Systems Administrator. **NOTE** If **Security Type** is set to **None**, your connection to the IMAP server will be unencrypted.

4. After entering your IMAP configuration parameters, the device checks your incoming settings.
5. When prompted, enter Outgoing server settings supplied by your System Administrator. The device checks your outgoing settings.

> **NOTE**
>
> Configuration instructions depend on your Android OS version. Consult your device documentation for more information on how to set up a new IMAP account.

2.3.2 Configuring IMAP in Apple Mail 3.0

Follow these instructions to configure IMAP in Apple Mail 3.0:

NOTE

The following configuration requires an Internet connection.

1. Click **Mail > Preferences....**
2. On the **Accounts** tab, click the + button to add a new account.
3. Enter the following information:

OPTION	VALUE
Full Name:	[your name]
Email Address:	[full email address]
Password:	[your password]

4. Click **Continue**.
5. Enter the following **Incoming Mail Server** information:

OPTION	VALUE
Account Type:	Select IMAP
Description	Enter account description
Incoming Mail Server:	imap.gfi.com
User Name:	[full email address]
Password:	[your password]

6. Click **Continue** to view the **Incoming Mail Security** screen.
7. Select **Use Secure Sockets Layer (SSL)** to connect to GFI MailArchiver using an encrypted connection.

NOTE

If SSL is not enabled, the connection will be unencrypted.

8. Enter the following **Outgoing Mail Server** information:

OPTION	VALUE
Outgoing Mail Server:	smtp.gfi.com
Use Authentication:	selected
User Name:	[User name]
Password:	[your password]

9. Click **Continue**.
10. Review your Account Summary, and click **Create**.
11. Select the account you just created.
12. In the **Advanced** tab, enter the following information:

OPTION	VALUE
Port	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use SSL	Select to connect to GFI MailArchiver using an encrypted connection.

2.3.3 Configuring IMAP in iOS5

Follow these instructions to configure IMAP in iOS5:

> **NOTE**
>
> The following configuration requires an Internet connection.

1. Tap **Settings** and select **Mail, Contacts, Calendars**.
2. In the **Accounts** section, tap **Add Account**.
3. From the list, select **Other**.
4. Select **Add Mail Account** and enter the following information:

OPTION	VALUE
Name:	[your name]
Address:	[full email address]
Password:	[your password]
Description:	[meaningful description]

5. Tap **Next**. The device will connect to the Internet and check your account.
6. Select **IMAP** and enter the following information:

INCOMING MAIL SERVER DETAILS:	VALUE
Host Name:	[IMAP server name]
User Name:	[full email address]
Password:	[your password]

OUTGOING MAIL SERVER DETAILS:	VALUE
Host Name:	[SMTP server name]
User Name:	[User name]
Password:	[your password]

> **NOTE**
>
> Outgoing Mail Server details must be provided by your Systems Administrator.

7. Tap **Next**. If you receive an error indicating that you **Cannot Connect Using SSL**, tap **Yes** to continue without SSL, then tap **Save**.

> **NOTE**
>
> SSL can be configured after you save the new email account. If SSL is not enabled, the connection will be unencrypted.

8. From **Mail, Contacts, Calendars**, locate the account you created under the **Accounts** section.
9. Tap the account name, scroll to **Advanced**.

10. Under Incoming Settings, change **Server Port** number to the default port number **44143** or the port number specified by your Systems Administrator.

11. Tap **Use SSL** to turn it on.

12. Tap **Next**. The device will verify the information you entered.

2.3.4 Configuring IMAP in Microsoft Outlook® 2003

1. Start Outlook®.

2. On the **Tools** menu, click **E-mail Accounts**.

3. Under **E-mail Accounts**, click **Add a new e-mail account**, and then click **Next**.

4. Click **IMAP** as the type of account that you are creating, and then click **Next**.

5. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

6. In the **Server Information** section enter the following information:

OPTION	VALUE
Incoming mail server (IMAP):	[IMAP Server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

7. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

8. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
This server requires an encrypted connection	Select this option to connect using an encrypted connection.

> **NOTE**
>
> If SSL is not enabled, the connection will be unencrypted.

9. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

2.3.5 Configuring IMAP in Microsoft Outlook® 2007

1. Start Outlook®.

2. On the **Tools** menu, click **Options**.

3. On the **Mail Setup** tab, click **Email Accounts**.

4. Click **New**.

5. In the **Auto Account Setup** dialog box, select **Manually configure server settings or additional server types**, then click **Next**.

6. Click **Internet E-Mail**, and then click **Next**.

7. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

8. In the **Server Information** section enter the following information:

OPTION	VALUE
Account Type:	IMAP
Incoming mail server:	[IMAP server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

9. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

10. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use the following type of encrypted connection:	Select the encryption method provided by your Systems Administrator. **NOTE** If prompted, accept the Security Certificate.

NOTE

If 'NONE' is selected as the type of encryption, the connection will be unencrypted.

11. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

2.3.6 Configuring IMAP in Microsoft Outlook® 2010

1. Start Outlook®.
2. On the **File** menu, click **Info**, then click **Account Settings**.
3. Select **Account Settings** from the list.
4. On the **E-mail** tab, click **New**.
5. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
6. Click **Internet E-Mail**, and then click **Next**.
7. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

8. In the **Server Information** section enter the following information:

OPTION	VALUE
Account Type:	IMAP
Incoming mail server:	[IMAP server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

9. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

10. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use the following type of encrypted connection:	Select the encryption method provided by your Systems Administrator. **NOTE** If prompted, accept the Security Certificate.

NOTE

If 'NONE' is selected as the type of encryption, the connection will be unencrypted.

11. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

2.3.7 Configuring IMAP in Microsoft Outlook 2013

1. Start Outlook®.
2. On the **File** menu, click **Info**, then click **Account Settings**.
3. Select **Account Settings** from the list.
4. On the **E-mail** tab, click **New**.
5. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
6. Click **Internet E-Mail**, and then click **Next**.
7. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

8. In the **Server Information** section enter the following information:

OPTION	VALUE
Account Type:	IMAP
Incoming mail server:	[IMAP server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

9. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

10. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use the following type of encrypted connection:	Select the encryption method provided by your Systems Administrator. **NOTE** If prompted, accept the Security Certificate.

NOTE

If 'NONE' is selected as the type of encryption, the connection will be unencrypted.

11. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

2.3.8 Configuring IMAP in Outlook® 2011 for Mac

Follow these instructions to configure IMAP Outlook® 2011 for Mac:

1. Open Outlook® 2011.

2. If you see a Welcome to Outlook® screen, click **Add Account**. Otherwise click **Tools > Accounts** and click + in the menu bar.

3. Click **E-mail Account**.

4. Enter the following information:

OPTION	VALUE
Email Address:	[full email address]
Password:	[your password]
User Name:	[full email address]
Type:	Select IMAP
Incoming Server:	[IMAP server name]
Select Override default port and enter port number:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use SSL to connect (recommended)	Select to connect to GFI MailArchiver using an encrypted connection. **NOTE** If SSL is not enabled, the connection will be unencrypted.
Outgoing Server:	[SMTP server name provided by your Systems Administrator]

NOTE

Un-select **Configure Automatically**.

5. Click **Add Account**.

6. In the **Accounts** window, click on **More Options** and set **Authentication** to **Use Incoming Server Info**.

7. Click **Advanced** and select **Use IMAP IDLE (If the server supports it)** to be notified when there are new messages.

8. Click **OK**.

2.3.9 Configuring IMAP in Mozilla Thunderbird 10

Follow these instructions to configure IMAP in Mozilla Thunderbird 10:

1. In Thunderbird, select **File > New > Mail Account**.

2. In the **Mail Account Setup** screen enter the following information:

OPTION	VALUE
Your name:	[first and last name]
Email address:	[full email address]
Password:	[your password]

3. Click **Continue**.

> **NOTE**
>
> Click **Stop** to prevent Thunderbird from automatically detecting account settings, then click **Manual config**.

4. In **Mail Account Setup**, enter the following information:

OPTION	VALUE
Incoming:	From the drop down menu, select **IMAP**.
Server hostname:	[IMAP server name]
Port:	[use default]
SSL:	Select the encryption type provided by your Systems Administrator. **NOTE** If SSL is not enabled, the connection will be unencrypted.
Authentication:	[Normal password]
Outgoing:	[Use settings provided by your Systems Administrator]

5. Click **Advanced Config** and under the account name locate **Server Settings**. Enter the following information:

OPTION	VALUE
Port:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Username:	[full email address]

6. After Thunderbird verifies the account information, click **Create Account**.

7. Click **Get Mail** to download emails.

2.3.10 Configuring IMAP in Windows® Live Mail

1. Open Windows® Live Mail and from the Accounts tab, click Email.

2. In the **Add your email accounts** window enter the following information:

OPTION	VALUE
Email Address:	[full email address]
Password:	[your password]
Manually configure server settings:	[Selected]

3. Click **Next**.

4. In the **Configure server settings** window enter the following information:

OPTION	VALUE
Incoming server information:	
Server type:	[port number]
Server address:	[IMAP server name]
Port:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Requires a secure connection (SSL):	Select to connect to GFI MailArchiver using an encrypted connection. **NOTE** If SSL is not enabled, the connection will be unencrypted.
Authenticate using:	[Clear text]
Outgoing server information:	[Use details provided by your Systems Administrator]

5. Click **Next**, then click **Finish**.

3 Glossary

A

Access privileges

Permissions granted to users or group of users to perform various operations on diverse emails.

Active Directory

A technology that provides a variety of network services, including LDAP-like directory services.

AD

See Active Directory

Archive Store management

A GFI MailArchiver technology that enables you to queue and schedule the archive stores to use according to different time periods.

Archive Stores

A collection of email sources, email metadata and search indexes within GFI MailArchiver

C

Categorization policies

A categorization system within GFI MailArchiver that enables the categorization of email according to its label.

Conversation thread

A list of emails forming a conversation between two or more users.

D

Database Activity Auditing

A system that uses the tracing capabilities of Microsoft SQL server to record all activity within an archive database.

Database schema

The structure of a database that defines the tables, the fields in such tables and the relationship between fields and tables.

E

Exchange OLE DB provider

A method used to access the local Microsoft Exchange Server store by using OLE DB and Microsoft ADO.

Exchange System manager

A specialized MMC console that enables you to manage your Exchange organization.

ExOLEDB

See Exchange OLE DB provider

F

Firebird database

An open source relational database system.

G

GFI MailArchiver Import Service

A GFI MailArchiver tool that imports email data from file to the GFI MailArchiver.

GFI MailArchiver Outlook Connector

A GFI MailArchiver tool that enables you to synchronize Microsoft Outlook folders with the email data archived by GFI MailArchiver.

GFI MailInsights

A reporting facility within GFI MailArchiver that leverages archived emails to deliver information related to email usage and trends.

GPO

See Group Policy Objects

Group Managers

A user group within GFI MailArchiver that members can browse and search through all users forming part of their Active Directory group.

Group Policy Objects

An Active Directory centralized management and configuration system that controls what users can and cannot do on a computer network.

H

Headers

Information that precedes the email text (body). This includes the sender, recipient, subject, sending and receiving time stamps, etc.

I

IMAP

See Internet Message Access Protocol

Internet Message Access Protocol

One of the two most commonly used Internet standard protocols for e-mail retrieval, the other being POP3.

J

Journaling

A Microsoft Exchange Server feature which stores email copies in a central mailbox for various purposes, incl. mail archiving.

M

Mailbox

A directory or folder used for receipt, filing, and storing messages of emails.

Mailbox folder structure retrieval

A GFI MailArchiver feature that enables you to synchronize the mailbox folder structure in Microsoft Exchange with GFI MailArchiver

MAIS

See GFI MailArchiver Import Service

MAPI

See Message Application Programming Interface

Message Application Programming Interface

A messaging architecture and a Component Object Model based API for Microsoft Windows.

Metadata

Data that provides information about email archived within GFI MailArchiver.

Microsoft SQL Server

A Microsoft relational database management system.

MIME

See Multipurpose Internet Mail Extensions

Mixed authentication mode

An SQL server authentication method that enables both Windows and SQL Server authentication.

Multipurpose Internet Mail Extensions

A standard that extends the format of e-mail to support text other than ASCII, non-text attachments, message bodies with multiple parts and header information in non-ASCII character sets.

O

OneClick Restore

A user-friendly method of restoring archived emails to the user s inbox and either restores emails as it was at the time of deletion or sends it to user as an email attachment.

Outlook Web Access

Microsoft Exchange Server s webmail service. Used to access email, contacts, tasks, etc. using a web interface when Microsoft Office Outlook is unavailable.

OWA

See Outlook Web Access

P

POP3

See Post Office Protocol ver.3

Post Office Protocol 3

A protocol used by local email clients to retrieve emails from mailboxes over a TCP/IP connection.

PST exporter

An agent-based tool that once deployed on the target computers, extracts emails from PST files for processing by the GFI MailArchiver Import Service.

PST file

A file used to store local copies of email, calendar events, contacts and other items within Microsoft Office Outlook.

Public folders

A common folder shared between Microsoft Exchange a user, which enables information sharing.

R

Retention Policies

A system that enables you to control for how long to keep specific emails in your archive stores.

S

Search index

A system that collects parses and stores data to enable fast and accurate information retrieval.

U

User interaction auditing

A system that enables you to record all users activity while they are using the GFI MailArchiver web interface.

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